

STUDY OF DEBTORS BEHAVIOR WITH REFERENCE TO REPCO HOME FINANCE Ltd.,

Submitted in partial fulfilment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

by

FEMINA SHARU D

REGISTER NO:42410225



**DEPARTMENT OF BUSINESS ADMINISTRATION
SCHOOL OF MANAGEMENT STUDIES**

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade “A++” by NAAC I 12B Status by UGC I Approved by AICTE
JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119**

DECEMBER 2023



SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)
CATEGORY - 1 UNIVERSITY BY UGC**

SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **FEMINA SHARU D 42410225** who carried out the Project on “**Study on Debtor’s Behavior with reference to REPCO Home Finance Ltd.,**” Under my supervision from September 2023 to December 2023.

Dr.B.BHAVYA

Internal guide

External Guide

**Dr. BHUVANESWARI .G, MBA., Ph.D
Dean – School of Management Studies**

Submitted for Viva voce Examination held on 22nd December 2023

Internal Examiner

External Examiner

DECLARATION

I **FEMINA SHARU D (42410225)** hereby declare that the Project Report entitled “**Study on Debtor’s Behavior with reference to REPCO Home Finance Ltd.,**” done by me under the guidance of **Dr. BHAVYA.B** is submitted in partial fulfilment of the requirements for the award of Master of Business Administration degree.

DATE: 22.12.2023

PLACE: Chennai

Femina Sh

FEMINA SHARU D

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REPCO HOME FINANCE LIMITED.
(Promoted by REPCO Bank - Govt of India Enterprise)
CIN : L65922TN2000PLC044665

Ref. No./ RHFL/CO/HR/ST/2023
September 14, 2023

Ms. Femina Sharu D
Roll Number: 22S415256
1st year MBA – Finance & HR
Sathyabama Institute of Science and Technology,
Chennai – 600119.

Dear Madam,

Sub: Internship Training with Repco Home Finance Limited (RHFL)

With reference to your email on the above, we are pleased to inform that we have permitted you for Internship Training from 19-09-2023 to 07-10-2023 with RHFL – Nagercoil Branch located at No.6 and No.7, 1st Floor, Dennison Road, Nagercoil - 629001. Landline No: 04652 - 220092, Mobile No: 9445796817 Email: ncl@repcohome.com, subject to the following terms & conditions.

1. Please provide the intended area/topic of the training and details of your guide from the Institute with contact e-mail and phone number.
2. Please understand that this is not an offer of employment – Direct or Implied.
3. The internship is time bound – must commence from 19-09-2023 and upto 07-10-2023.
4. **The data collected / compiled would be confidential and property of RHFL and should not be published anywhere except explicit written permission from RHFL, Corporate Office and no information of Repco Home is to be used commercially anywhere.**
5. The Intern should work with dedication and should not be a source of constraint/impediment to the normal business of the branch/office.
6. Feedback on progress is to be given to the respective department with a copy to HR Department, RHFL- Corporate Office. RHFL can suggest relevant changes in scope / modality of the study to make the exercise functionally relevant.
7. You will not be offered any stipend and/or reimbursement of any out of pocket expenses.

Yours faithfully,


Deputy General Manager



Copy to Nagercoil Branch

Corporate Office : 3rd Floor, Alexander Square, New No : 2 (Old No. 34 & 35) Sardar Patel Road, Guindy, Chennai - 600 032.
Phone : 044-42106650 Fax : 044 - 42106651 E-mail : co@repcohome.com, www.repcohome.com
Registered Office : 'REPCO TOWER', No. 33, North Usman Road, T.Nagar, Chennai - 600 017. Phone : 044 - 28340715 / 4037 / 2845

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ABSTRACT

The study sought to examine the relationship between debtors behaviour, Character (relationship lending) in Housing Finance Bank. The main goal of this research is to understand how people view house loans and their behavior. The convenience sampling method is used in this study, which is descriptive in nature. This study is conducted in the district of Kanyakumari, Tamil Nadu in India among both males and females of age group between 21 – 60 years. The findings indicate that overall, debtor's behavior in Tamil Nadu's Kanyakumari district gave positive responses to questions on their behaviour, perception and attitudes regarding home loans. The speedy development in housing and various housing activities have understandably led to the growth of Indian housing finance market. As a result, a number of players have barged into the market. It was apparent that borrower character was a strong predictor of credit repayment performance. This paper is an attempt to identify various problems that occur at the time of taking home loan from Housing Finance Institution and also assesses the awareness and perception level of the customers; therefore, the management of the bank should put a lot of emphasis on development of well-nurtured relationships with borrowers so as to smoothen the lending process. Likewise, management should carry out a lot of awareness to the borrowers through training, workshops and dialogue so as to sensitize them on how best to invest the money and be able to pay back their debt without straining hard. A self-administered questionnaire was used to collect the data, processed and analyzed using the Statistical Package for Social Sciences (SPSS V19). Self-administered questionnaires and personal interviews were used to collect response.

KEYWORDS: Home loan, debtors' behaviour, Borrower's perception, Attitude, Housing Finance.

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CHAPTER - 1

INTRODUCTION

1.1 INTRODUCTION

Humans have been fighting since the beginning of time to fulfil their basic needs, such as food, clothing, and houses. Housing has become a basic necessity, but many people do not have enough money to buy a house. Providing housing for over a billion people in India is a daunting task due to the disintegration of the joint family system, labour migration from rural areas to urban areas, and uneven and unplanned development of regional and urban areas. Housing is a basic need and an important economic activity in India. It fulfils many individual and social needs, provides social security, and provides opportunities for homebased economic activities. Investment in housing creates chances for home-based businesses and multiplies income and employment development. The ability to live comfortably is crucial in determining one's fate. Indian housing differs greatly due to socio-cultureconomic diversity, geographical diversity, and building materials used. A residential location that is owned, governed, and built by the concept of housing itself or by any other is what it denotes. The majority of people on this earth have long-term commitments, such as mortgages. According to studies, every new home generates at least three employments, both directly in the fields of construction, real estate, and finance as well as indirectly in the fields of manufacturing and services. Housing is much more than simply a physical concern; it also encompasses a universe of cosmos and community for fostering and creating. Only after food and clothing does housing occupy the third position in the hierarchy of fundamental human necessities. A home loan can be readily obtained from a number of banks and financial institutions at an affordable interest rate. In the introduction chapter, different issues are to be discussed. Importantly are the statement and background to the statement of the problem entailing the issue at hand, main objectives of the study and the critical concepts driving this research , This paper expects to tackle the issue, and specifically observe to debtor's behaviour as the important customers of banking companies. Through this study, the authors hope to present valuable insights about the process of debtors' problem, attitude by develop an alternative model that is able to explain the phenomenon of debtor behaviour in banking industry.

1.2 INDUSTRY PROFILE:

India's banking sector is constantly growing; there has been a noticeable change in transactions through ATMs, and also internet and mobile banking. Following the passing of the Banking Laws (Amendment) Bill by the Indian Parliament in 2012, the landscape of the banking industry began to change. The bill allows the Reserve Bank of India (RBI) to make final guidelines on issuing new licenses, which could lead to increase the banks in the country. Some banks have already received licenses from the government, and the RBI's new norms will provide incentives to banks to spot bad loans and take requisite action to keep rogue borrowers in check. Over the next decade, the banking sector is projected to create up to two million new jobs, driven by the efforts of the RBI and the Government of India to integrate financial services into rural areas. Also, the traditional way of operations will slowly give way to modern technology. Home is the most important human need, next only to food, clothing and shelter.

Home is an important facet of economic development; it is a basic need of a human being. It is a place where everyone can relax after returning home from day's tiring work. It is a place where everyone can give time to his/her family and spend beautiful moments with family members. It is a fundamental demand for living and one of the keys to peace and happiness. Every creature yearns for a home. The first and the best training ground for human beings' development of their varied facilities is home. It constitutes a very significant part of the social and physical environment where the individuals grow and mature as good citizens. It also plays an important role in creating employment, maintaining health, social stability and preserving decent human life.

Definition of Home:-

“Home is the social unit formed by a family living together.”

– Merrian Webster Dictionary

“Home is the place where your parents live and where you grow up”

---Macmillan Dictionary

Home full fills many requirements. Home provides aesthetic satisfaction, emotional satisfaction, mental health, physical health, comfort and safety. It provides shelter from the dangers of fire and vagaries of weather, it creates conditions promoting good health such as pure water and disposal of all kinds of waste, it provides adequate space of privacy, it creates/provides congenial surroundings in which a person can work and relax. Housing is a highly complex product. It is a bulky, durable and permanent product. It has fixed location,

being used only in the place where it is built. Once built, it tends to remain in existence for many years. The houses range from single – family houses to many other types. But housing is more than a complex product. It is both an economic and social process. It plays a tremendous role in the economy. Housing has highly significant social implications because it provides the shelter for our basic unit – the family. Almost every person is affected in his day-to-day living by the kind of house in which he lives.¹ In popular imagination a house is a building with a kitchen, a bathroom, bedroom and a lounge. It will be built sturdily enough to withstand natural elements, and it will have an address on the register of the post-office. Some of the housing in India's largest cities fit this sort of description. But many city dwellers do not live in such places. Some of the poorest are housed in space on a pavement, near to their low-paid work. Others will have a roof, walls and a door, set in a wasteland along river banks, close to railway lines, or in any place where there is a patch of land available.² We have a many sided view of housing. It is a shelter, it is related to capital markets, it is within state roles, it has connection to urbanization in development as a whole, and it is somewhat tied to structural condition in the economy. It can be viewed as consumption but to see it as production yields insights into its structural and gender inequalities and its productivity in society. After discussing what a 'home' is and what 'housing' let us now discuss 'housing' in a historical perspective.

Every citizen of the country dreams of having his own house. Home is a basic need of a human being; it is an important facet of economic development. The dream home is not very far away with home loan, which will fulfill the dream into reality. The demand for home loans has increased manifold in the last decade. There are number of housing finance companies and banks offering cheap home loans at a low interest rate. The home loan schemes offered by both public and private sector banks are very competitive. Our study aimed at comparative analysis of home loans schemes offered by public sector and private sector banks in Nagpur. The paper also examined the satisfaction level and problems faced by customers while availing home loan. For this purpose we have taken four commercial banks in Nagpur city namely SBI, BOI, HDFC Bank and REPCO Bank. It includes two public sector banks and two private sector banks. In the research methodology a sample size of 200 respondents has been taken through random sampling. For the study we have collected both primary data as well as secondary data. Finally the whole research was carried out in a systematic way to reach at exact result. The whole research and findings were based on the objectives.

Home Loan plays a vital role as an engine of equitable economic growth through the

reduction of poverty and prevents slum proliferation in economy. The demand for housing is increasing rapidly day by day. Therefore, to meet with the growing housing demand is the aim of the government. To achieve this aim it is required to provide the loan for housing to the people. The liberalization of the financial sector of the economy has also become possible by the housing finance. Home Loan is the funds buyer has to borrow usually from a bank or other financial institutions to purchase a property, generally secured, by a registered mortgage to the bank over the property being purchased. A mortgage loan is a debt owed on a home, the mortgage rate is the interest rate charged to the home owner for the use of the loan. Home loan is a broad topic, the concept of which may vary across lands, regions and countries, particularly in terms of the areas it covers. The International Union for Housing Finance, as a multinational networking organization, has no official position on what the best definition of housing finance is. The concept of housing finance and housing finance systems has been evolving 13 over time. Looking at definitions from the mid-1980s, the housing finance was defined primarily in terms of residential mortgage finance. “The purpose of a housing finance system is to provide the funds which homebuyers need to purchase their homes. This is a simple objective, and the number of ways in which it can be achieved is limited. Notwithstanding this basic simplicity, in a number of countries, largely as a result of government action, very complicated housing finance systems have been developed. However, the essential feature of any system, that is, the ability to channel the funds of investors to those purchasing their homes, must remain.”

A home loan is a long term commitment which is critical. The demand for home loans has increased manifold in the last decade. The reason for this growth is not hard to see, changing mindset with globalization and integration with the developed economies, where mortgages rule the roost, income tax sops in the Union Budgets and substantial rise in the income-generating capacity of Indian youth. So, the present scenario of home loans shows good amount of growth and is heading for a bright future. There are number of banks and housing finance companies offering cheap home loans at a low interest rate. The home loan schemes offered by both public and private sector banks are very competitive. Mostly people prefers public sector banks for home loans, especially because they believe that it is more secure bank and interest rate is lower. On the other hand the private sector banks are coming daily in our country and the preference of younger population is changing because of services & facilities provided by them. And the most important thing is that the customer should know about each and every term related with Home Loans before applying for a Loan. There are different types of home loans tailored to meet customer needs like Home Purchase Loans,

Home Improvement Loans, Home Construction Loans, Home Extension Loans, Home Conversion Loans, Land Purchase Loans; Bridge Loans & Mortgage Loans offered by public and private sector banks.

1.3 COMPANY PROFILE

Repco Home Finance Ltd (RHFL) is a professionally managed housing finance company head quartered in Chennai, Tamil Nadu. We were incorporated in April 2000. We are registered as a housing finance company with the National Housing Bank (NHB). As at the end of March 2018, RHFL is operating through 131 branches and 29 satellite centres in Tamil Nadu, Andhra Pradesh, Jharkhand, Kerala, Karnataka, Maharashtra, Madhya Pradesh, Gujarat, Odisha, West Bengal and Puducherry. The mission of RHFL has been to translate into reality the aspirations of people to own a house by covering the market -existing and potential- comprehensively through institutional credit support customized to suit individual needs in a transparent and ethical way. The salient and unique features of RHFL are innovative loan products, direct customer contact and customer ownership, focus on quality customer servicing, transparency and speed of operations, focus on relatively under-penetrated markets and balanced portfolio mix, robust risk management systems and processes, low cost operations, well recognized brand in south India with an established track record, stable and experienced senior management team. The Company's products have been developed to suit the needs of different customers. We have witnessed a steady growth in the past by increasing our geographical footprint by deepening our reach selectively in existing regions and expanding to new regions, continuing focus on under penetrated markets, focus on risk management, accessing low cost and diversified sources of funds, and maintaining low operating costs. The company has a sound risk management system in place. RHFL will continue in its efforts to diversify its sources of funds to ensure its cost is kept at minimum. It will also strive to keep its operating costs to the minimum. Repco Home Finance Ltd (RHFL) is a niche player in the small-ticket housing finance market (median Rest 1.5 mm). It focusses on underserved markets, especially the self-employed in Tier 2 and 3 cities. Factors like low mortgage penetration, government's impetus for 'Housing for All' and incentives for affordable housing bode well for the company. Long term prospects of the sector look good but near term growth prospects are seen to be muted due to the standstill situation of the economy brought about by the lockdown due to Covid-19. Overall core housing credit growth is expected to moderate to single digit in FY21E - lower than three-year CAGR of 16% led by the Covid-19 induced crisis. The company has witnessed a steady growth in the past by increasing its geographical footprint by deepening reach selectively in existing

regions and expanding to new regions, continuing focus on under penetrated markets. Comfortable capital adequacy levels and healthy profitability, balanced portfolio mix, robust risk management systems and processes, strong foothold in south India with an established track record, stable and experienced senior management team bode well to capitalise on underpenetrated mortgage financing opportunity of the country. The year gone by was a challenging one for HFCs from both a microeconomic and macroeconomic point of view but the company's financial performance and overall financial health remained strong. The company will continue to maintain the non-housing book at or below 20% with continued focus on small ticket loans and will strike a right balance between salaried and non-salaried loans which help in keeping the balance sheet quality robust. Once the current uncertainty is over, the company will attempt to restart its granular retail only growth strategy. Target segment of the company will continue to be small salaried customers employed with MSMEs and SMEs and unsalaried customers running MSMEs, small shops and the like with aspirations to own a house in Tier 2, Tier 3 and Tier 4 towns.



Valuations & Recommendation: Repco Home Finance is in a niche segment within housing finance – lending to unsalaried MSME owners for property in Tier 2,3 and 4 towns with an average lending of Rs.15 lakhs. While the opportunity is large, the recent Covid related disruption may lead to some asset quality issues for the company for the near term. However once the economy is back on track, a lot of their issues can get resolved soon. Repco faced multiple issues like slow growth in home market, liquidity crisis in NBFC industry and rising delinquencies in non-salaried segment. Problems of the past (sand mining and the registration ban in Tamil Nadu) continue to impact the company's growth. As a result, Repco underwent

huge de-rating with 1-yr forward price to book multiple falling to less than 1.0x from a peak of 4x during FY17. Since then, it has added capacity to grow business outside home turf and added specialised branches to focus on recovery of bad loans. At such low valuations, Repco could be a good acquisition candidate. We think the base case fair value of the stock is Rs.268 (0.9x FY22E ABV) and the bull case fair value of the stock is Rs.299 (1.0x FY22E ABV) over the next two quarters. Investors can buy the stock at the LTP and add on dips to Rs. 221-225 band (0.75x FY22E ABV) quarters. Investors can buy the stock at the LTP and add on dips to Rs. 221-225 band (0.75x FY22E ABV)

Sources of Funding: The company has a diversified sources of funding spread across five verticals viz. refinance from NHB, long-term bank loans, working capital loan from Repco Bank, non-convertible debentures (NCDs) and commercial papers (CPs). Bank borrowings is the major source of funding for RHFL, followed by other sources namely NHB Refinance, NCD and CP. RHFL has increased the borrowings from the bank since FY19 due to favourable interest rates. Therefore, bank borrowing as a % of total borrowings increased from 54% as on March 31, 2018 to 75% as on March 31, 2020 (excluding Repco bank). Given the relatively higher yields of NCD borrowing, RHFL has brought down the borrowing exposure to ~5%. Borrowings from NHB refinance, and Repco bank stood at 15% and 10% respectively as on Sep 30, 2020. Support from its parent company Repco Bank, which is Govt-owned also provides additional comfort. Favourable change in source of funding could support higher NIMs going ahead.

FOUNDED IN	2000
EMPLOYEE COUNT	501-1k
HEAD QUARTERS	Chennai
CEO	Swaminathan k
TYPE OF COMPANY	Public
OFFICE LOCATION	Guindy, Chennai.
NATURE OF BUSINESS	B2B, B2C

TABLE 1.3

Evolution of Home Loan

Home Loan plays a vital role as an engine of equitable economic growth through the reduction of poverty and prevents slum proliferation in economy. The demand for housing is increasing rapidly day by day. Therefore, to meet with the growing housing demand is the aim of the government. To achieve this aim it is required to provide the loan for housing to the people. The liberalization of the financial sector of the economy has also become possible by the housing finance. Home Loan is the funds buyer has to borrow usually from a bank or other financial institutions to purchase a property, generally secured, by a registered mortgage to the bank over the property being purchased. A mortgage loan is a debt owed on a home, the mortgage rate is the interest rate charged to the home owner for the use of the loan. Home loan is a broad topic, the concept of which may vary across lands, regions and countries, particularly in terms of the areas it covers. The International Union for Housing Finance, as a multinational networking organization, has no official position on what the best definition of housing finance is. The concept of housing finance and housing finance systems has been evolving over time. Looking at definitions from the mid-1980s, the housing finance was defined primarily in terms of residential mortgage finance. “The purpose of a housing finance system is to provide the funds which homebuyers need to purchase their homes. This is a simple objective, and the number of ways in which it can be achieved is limited. Notwithstanding this basic simplicity, in a number of countries, largely as a result of government action, very complicated housing finance systems have been developed. However, the essential feature of any system, that is, the ability to channel the funds of investors to those purchasing their homes, must remain.”

Features and Benefits of Repco Home Finance

- Affordable rates of interest
- Clear and understandable terms
- Hassle-free norms
- Quick sanctions & disbursements
- Better customer service
- Door-step services

Basic Eligibility Norms for Home Loans:

- Home Loans can be availed by Resident Indian whether salaried or Self-employed and also by Non- Resident Indian who are Salaried.
- For resident Indians the following are the eligibility norms :
 - You must be at least 21 years of age when the loan is sanctioned.
 - The loan must terminate before or when you turn 65 years of age or before retirement, whichever is earlier.
 - You must be employed or self-employed with a regular source of income.

1.4 STATEMENT OF THE PROBLEM:

The rising concern of debtors' behavior presents a multifaceted challenge within the financial landscape. The problem manifests in various ways, ranging from a surge in late or defaulted payments to a discernible lack of financial literacy among debtors. This behavior, whether stemming from economic downturns, personal financial mismanagement, or intentional evasion, has substantial implications for both creditors and debtors alike. Therefore, the purpose of this study is to understand Debtor's behavior towards home loan and also analyze there loyalty and attitude towards home loan.

1.5. OBJECTIVE

Primary Objectives:

- To study Debtors behavior in the Housing finance.

Secondary Objectives:

- To understand how mismanagement of money can influence the debtors behavior.
- To know the debtors perception of Housing Finance.
- To assess the attitude of debtors towards the housing finance.
- To study about debtors awareness of scheme in housing loan .

1.6. NEED FOR STUDY

- This study helps to understand people's formal debtors borrowing behavior
- To analyze behavior and perception debtors towards Housing finance.
- This study is an attempt to decrease the problem that debtors face and whether the business satisfy the debtors expectation.
- This study helps to identify the attitude of the debtors towards the housing finance.

1.7. SCOPE OF THE STUDY:

- This study helps to understand how mismanagement of money can influence the debtor's behavior.
- It helps effectively decrease the problem that debtors face in housing finance.
- This study helps to improve formal debtors borrowing behavior
- This helps the organization to identify the satisfaction and surpass debtors expectation

CHAPTER-2

LITERATURE REVIEW

2.1 REVIEW OF LITERATURE:

Sana Sultana, AR she Azam and Dr.MD. Sadat Shareef (2023) the main goal of this research is to understand how people view house loans and customers should assess their satisfaction in light of the Indian banks in operation. The convenience sampling method is used in this study, which is descriptive in nature. The findings indicate that overall, borrowers in Telangana's Karimnagar and Medak districts gave positive responses to questions on their attitudes regarding home loans.

Raffi E. García.et.al., (2023) This paper studies the impact of mass shootings on borrower behavior in online peer-to-peer (P2P) lending. Using a difference-in-differences identification strategy and U.S. mass shooting data, we find that the occurrence of mass shootings leads to decreased credit demand, higher interest rates, and lower repayment rates. These findings are driven by a change in the borrower composition immediately following a mass shooting. The increased media attention, incident severity, and location types exacerbate the adverse behavioral effects. Importantly, we find that the effect on interest rates is moderated when the exposed community has strong local resilience factors, such as strong mental wellness, social connectedness, and social capital.

James N. Conklin (2023) study the impact of a negative credit supply shock on home purchases and borrowing behavior. Using a difference-in-differences estimator, we show that a negative supply shock to first-lien mortgages has little impact on the volume of purchases

financed with a mortgage, but significantly reduces the average first-lien loan balance. Much of this reduction in loan balances is the result of increased bunching at the conforming loan limit that is achieved through a combination of greater second mortgage utilization and larger down payments.

Pinkesh Ramu Solank (2022) to draw in client's bank gives domestic advances at cheaper rate. Clients are the Lords of any commerce. This think about takes under consideration the choice of the customer, reasons, issues and information almost house advance. There are numerous issues confronted by clients whereas borrowing credits from banks. Few problems are as need of information, procedural delays, wanted sum not being endorsed and credit score. This considers points to distinguish those issues faced by clients whereas borrowing home loans from banks. When there's part of issues they consider was made to know the customer recognition towards the credit.

Md. Khairul Islam (2022) Housing is an emerging and fast growing market in Bangladesh. There is funding to ensure adequate protection citizens borrow from official financial institutions to build or buy a house. The mortgage portfolio is booming with most of the borrowers being from the urban areas of Bangladesh. The main purpose of this study was to assess borrowers' perceptions of mortgage loans the main factors that influence the decision to take a mortgage loan from a formal lender. For this study, a comprehensive literature review was conducted to identify variables that influence borrowers' perceptions to the mortgage. A total of 28 success variables were identified for multivariate regression analysis and classified as independent variables linked to five dependent variables as institution-specific criteria, financial benefit, reimbursement adequacy of the payment process and quality of service. It was a selective survey conducted this research study with 232 respondents in 20 selected urban areas of Bangladesh. The interest rate is the most impressive feature of a mortgage. Because the mortgage market is big and almost every financial institution invests in this sector, accurate and comprehensive research is needed. Although this study was based on a small sample and has limitations. but this study is crucial mortgage industry stakeholders to assess borrower perception, particularly in urban areas Bangladesh.

N. Selvaraj (2021) Accommodation designed as a service package is an important part of it environment that has a profound impact on socio-economic, physical and psychological development of a person. the present moment. The research paper is an empirical study based

on the research method. While studying is empirical in nature supported by secondary data. Working on it from the analysis of the attitude of the respondents in relation to the characteristics housing financing, factor analysis was applied. It is used for identification and define the underlying dimensions of the considered variables. Recipient to avoid such a situation, the Reserve Bank of India should strictly follow guidance to housing finance institutions on the sanctity of the right to housing type of interest. It should include operating instructions of both interest types.

Zhongfei Chen (2021) We explore cultural diversity and borrowing behaviour using data from partner lending platform Renrendai. We compare cultural diversity with an index of linguistic diversity, measured by the population-weighted number of dialects spoken in a region, and show that it has a negative (positive) effect on borrowers' loan amount (default rate). We address endogeneity using two new instruments, river length and land slope of Chinese cities, the Heckman two-stage model and the IV-Heckit model. We also examine areas where financial institution loan balance is higher (lower) than average. In areas with a low (high) loan balance, the loan amount (delinquency rate) is more (less) affected. We argue that the behaviour of lenders is the reason why borrowers in different cultures apply for smaller loans. Our results undergo a series of endurance tests. Finally, we offer suggestions for improving risk management and inclusive economic development.

Akanksha Goel (2021) The purpose of the study is to identify certain behavioural and psychological traits of the borrowers which have the tendency to predict the credit risk of the borrowers. And the second objective is to draw a conceptual model that reveals the impact of those traits on credit default.

Sana Sultana (2020) The main goal of this research is to understand how people view house loans and customers should assess their satisfaction in light of the Indian banks in operation.

The convenience sampling method is used in this study, which is descriptive in nature.

G.Sathiya (2019) Lodging Back in India amid the final decade has gone through numerous changes. From exceptionally moo presentation to the lodging division at first, banks have gone exceptionally quick in extending credit to this segment which has seen exceptional extension. With urbanisation and higher level of financial development, it is calm common that the lodging segment has gotten a fillip. In any case, within the later a long time the banks have gone quicker than what could be a sensibly defended in financing this segment. At the

universal level, the speed at which banks have hurried to this division, has come about in monetary emergency causing extraordinary damages to the solidness of the managing an account system. Objectives of the consider, To discover out state of mind of borrowers towards lodging fund services in Thanjavur Locale of Tamil Nadu. Methodology of the ponder, the clear inquire about plan was utilized in this consider. Essential as well as Auxiliary Information was utilized in this consider. Essential information was collected through Interview plan. 525 respondents utilized in this ponder. Auxiliary information was utilized diaries, magazines, websites, daily paper, etc., Cluster investigation utilized in this consider. Thanjavur area was ponder area Convenience examining strategy has utilized in this consider. Proposed this study, Sanctioned advances ought to be dispensed in time. This will empower the borrowers to total their houses inside a stipulated period. So, the society ought to advance straightforwardness in dealing with the lodging advance application. There's require for a observing component for ensuring convenient endorse and payment of advances. Conclude this think about, Handling, administrative and change expenses charged by the teach ought to be minimized and number of customs to be satisfied for profiting the advance ought to too be minimized.

Sara Davies (2019) This systematic review was commissioned to help inform Standard Life Foundation's strategic plan, which focuses on improving financial wellbeing in the UK. The principal aim of this report is to provide a critical overview of the empirical research related to consumer borrowing behaviour; to highlight the strengths and weaknesses of the existing evidence; and to identify gaps in the evidence base. In line with Standard Life Foundation's strategic aims, we have drawn out conclusions that are pertinent to understanding the effect of income, of how income is spent, and levels and types of assets on borrowing behaviour.

Satish Manwan (2019) The Indian banking sector is one of the most mature, exceptionally hidden and concentrated markets. It is one of the economy's most efficient revenue generators, pumping huge funds into regulation, stabilization and maintenance economy Banks help generate huge income and control household expenses. together with the aim of increasing revenues, reducing costs, regulating interest rates and maximizing the profitability of retail banking. strong hold on customer satisfaction. Customer satisfaction is studied using expected factors SERVACULL model. The ultimate goal of the evaluation is to make a sort of performance report of borrower's banks ICICI. Based on research, it was decided that ICICI Bank has excellent people Evaluation of the bank's performance is related to behaviour

and customer satisfaction. In addition, The management of ICICI Bank has been improved a lot and they are constantly developing new technologies to reduce customers by time.

M. Lukas (2019) Borrowers' search behaviour for external lenders is correlated with changes in interest rates. The results of a German household survey show that surprisingly few mortgage borrowers switch to a third-party lender when refinancing during falling interest rates, even though borrowers who do not switch have significantly higher interest rates. A laboratory experiment adding rising interest rates reveals that borrowers' efforts to examine offers from outside lenders are significantly greater when interest rates rise than when they fall. Such behaviour cannot be reconciled with alternative explanations. A total of several billion euros per year. to lenders.

S Dharchana (2019) A person always keeps the first basic need as to own a house. Housing is also accepted as a key sector of the national economy which measures the standard of living and economic condition of the country. To attract customers bank provide home loans at cheaper rate. This study takes into account the choice of the customer, reasons, problems and knowledge about house loan.

M. Magheswari (2019) Every citizen of the country dreams of owning his own home. It goes before the others household expenses and animal needs. Housing is a big expense and cannot be financed a the usual monthly income or savings of the family. A prospective homeowner must look for a large loan in size and structured so that he (the borrower) can repay it over a longer period of time. Residency requirement grew rapidly due to population growth, migration from rural to urban areas, degradation the existing housing estate and the breakdown of traditional joint families. Since housing requires large investments, a critical barrier to housing development is a lack of financing. A mortgage means you buy an apartment with instalments, i.e. if you want to own an apartment, but can't pay for it as a one-time payment, you can pay it in monthly instalments with interest. An average person spends almost two thirds of his life in the house, which is his sanctuary in his old age. This is the situation in rural areas even more alarming. This article describes and analyses the perceptions and concerns of mortgage borrowers Padmanabhapuram. It offers policy options to make housing finance more efficient to the hitherto neglected segment, rural and underdeveloped areas.

Steve Pomeroy (2017) This study was commissioned by CMHC to improve understanding of this topic recent trends and evolving international practice in mortgage repayments, related consumer behaviour and default risk. CMH is particularly interested recent trends in the use of borrowed funds as part of the down payment and how it might affect mortgage risk. This review was about international literature focusing on English-speaking countries: Australia, Canada, Ireland, New Zealand, Great Britain and the United States. It should be noted that the Canadian there is very little research, while the American literature is the most extensive.

Suman Kannoujia (2016) This paper is an attempt to identify various problems occurs at the time of taking home loan from Housing Finance Institution and also assesses the awareness and perception level of the customers.

Rayat (2012) as financial globalization heightens competition and makes a climate of steady alter, winning and keeping customers has gotten to be all the more critical. These days' banks have realized that fetched of drawing in an unused customer is much more than holding existing clients, so banks are emphasizing more upon client satisfaction. These days clients request for beat quality administrations and items served with least hold up time, so clients lean toward techno- smart banks as well investors. At this background, the most issue nowadays some time recently the commercial banks, more especially the open segment banks in India which were prior working in a shielded regime after nationalization, is their long-run survival, tapping quality clients and manufacturing way ahead by retaining their valued customers. The current term paper endeavours to create a comparative examination of level of customer fulfilment towards administrations given by open and private division banks. The ponder has been conducted in Chandigarh city. This ponder is based on survey strategy. A test of 160 clients has been chosen using helpful inspecting method. The factual tests are conducted at 5% and 1% level of noteworthy the most statistical devices are utilized.

Mardi Dungey (2012) Empirical Evidence on the Role of Borrower Characteristics in the Mortgage Product the choice is confusing. Using uniquely detailed data from over 600,000 mortgage applications we show that borrower characteristics play an important role in choice adjustable rate mortgages and more complex products. Although it shows that the mortgage market is imperfect, the results are consistent with the product mix which reduces household exposure to income, wealth and mobility risk. To like the sample covers the period 2003-2009, we take advantage of the change in delivery measures resulting from the global financial crisis to examine the impact of increased costs for a bank that holds risky loans on

its balance sheet. Observed changes the effect of borrower characteristics on households' choice of mortgage loan product is in accordance with the reaction of the bank changing the conditions of the mortgage or transferring income and mobility risk to the mortgage applicant.

Ellis Connolly (2011) Household debt grew rapidly in the 1990s and the first half of the 2000s due to falling nominal interest rates and reforms in the financial system. Since the mid-2000s, the growth rate of borrowing has slowed significantly. Based on household data, this paper confirms that this slowdown has occurred in all age groups. The number of households reporting their monthly mortgage or credit card balances ahead of schedule also rose sharply following the global recession and exchange rate cuts of 2008/2009.

CHAPTER 3

RESEARCH METHODOLOGY

3.1. METHODOLOGY:

Research methodology is mainly needed for the purpose of framing the research process and the designs and tools that are to be used for the project purpose. Research methodology helps to find Debtor's Behaviour in home loan.

3.2. RESEARCH METHODOLOGY:

Research is the process of systematic and in-depth study or search for any particular topic, subject or area of investigation, backed by collection, compilation, presentation and interpretation of relevant details or data.

3.3. RESEARCH DESIGN:

Descriptive Research

Design Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people who take part in the study.

3.4. SAMPLING TECHNIQUE:

Convenience sampling method

A convenience sample is one of the main types of non-probability sampling methods. A convenience sample is made up of people who are easy to reach.

3.5. SOURCES OF DATA:

In this research, internal and external source of data are used. Collected raw materials through facts and figure of researcher's works. Collecting data from company records and document, these are all internal data and other data are external.

In data collection, there are 2 types

➤ Primary Data

It is a source of collecting data by first-hand information through observation, direct communication or personal interviews of 37 respondent's customers. In this, questionnaire is used for conducting personal interviews and for collecting the data.

➤ Secondary Data

It is collected from standard books, internal sources, magazines and newspapers and also collecting data from external and internal sources from the company annual reports, company additional profile and company internal website.

3.6. STRUCTURE OF QUESTIONNAIRE:

Questionnaire was divided into two sections. First part was designed to know the general information about DEBTOR'S and the second part contained the **respondent's opinions about the Home loan in REPCO HOME FINANCE Ltd.,**

- Basic Introduction
- Personal Details
- Research related Questions
- Perception Questions
- Likert Scaling Questions
- Suggestion Question

3.7 SAMPLE SIZE

The sample size for this research project is 93.

SAMPLE DESIGN

It is a particular definite plan formulation before collecting the data from population. The research should select a particular sample. In sampling, there are 2 types probability sampling and non-probability sampling. In this research, only nonprobability sampling is used.

- **Sampling**
 - Sampling design : Non-probability sampling
 - Sampling technique : convenience sampling
 - Sample unit : Debtors
 - Sample size : 93 respondents

3.8. PERIOD OF STUDY

The period of the study is to determine that research process is carried out for one months.

3.9. AREA OF THE STUDY:

The targeted people are the Debtors customer in REPCO home finance ltd., Nagercoil.

3.10. HYPOTHESIS:

HYOTHESIS – 1

- H0: There is no significant difference between recovery procedure and debtors attitude.
- H1: There is significant difference between recovery procedure and debtors attitude.

HYPOTHESIS – 2

- H0: There is no significant difference between the service convenience and debtors loyalty
- H1: There is significant difference between the service convenience and debtors loyalty

3.11. TOOLS FOR ANALYSIS:

Questionnaire was created in order to receive the necessary response required from the sample to achieve the research objective. The tools used for this are

PERCENTAGE ANALYSIS:

Research questions are always answered with a descriptive statistic: generally, either percentage or mean. Percentage is appropriate when it is important to know how many of the participants gave a particular answer. Generally, percentage is reported when the responses have discrete categories.

ANALYTICAL TOOLS(SPSS)

Tool for testing the Hypothesis (SPSS)

- ANOVA
- Correlation
- Chi-Square

ANOVA TEST

One-Way ANOVA ("analysis of variance") compares the means of two or more independent groups in order to determine whether there is statistical evidence that the associated population means are significantly different. One-Way ANOVA is a parametric test. This test is also known as: One-Factor ANOVA.

CORRELATION

Correlation analysis in research is a statistical method used to measure the strength of the linear relationship between two variables and compute their association.

➤ PEARSON CORRELATION

The Pearson correlation coefficient (r) is the most common way of measuring a linear correlation. It is a number between -1 and 1 that measures the strength and direction of the relationship between two variables.

CHI-SQUARE

Chi-square is a statistical test used to examine the differences between categorical variables

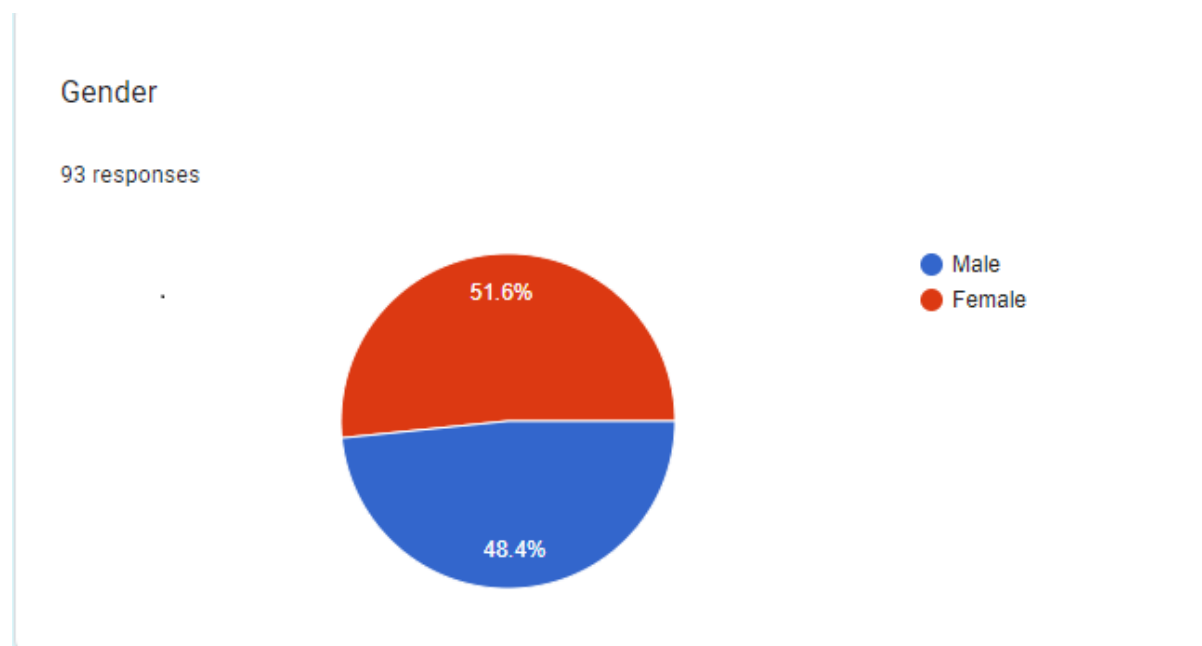
from a random sample in order to judge the goodness of fit between expected and observed.

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

4.1. PERCENTAGE ANALYSIS

4.1.1 GENDER



SOURCE: Primary Data

S.no	Gender	No.of Respondent	Percentage
1.	Male	45	48.4
2.	Female	48	51.6
TOTAL		93	93

TABLE -4.1.1

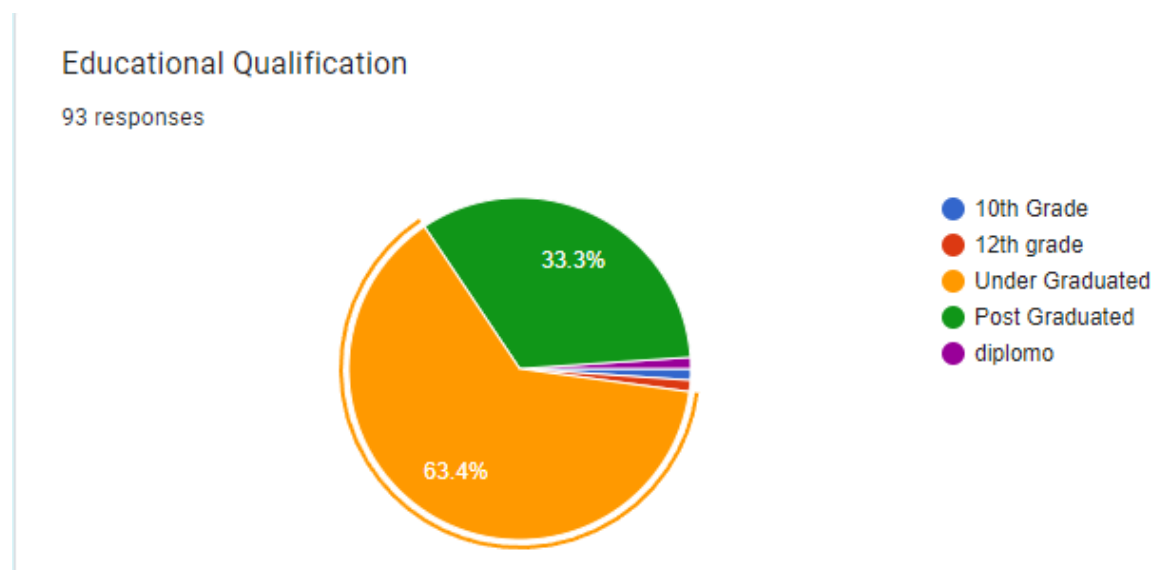
Interpretation

From the above table it is interpreted that the number of male respondent is 51.6% and female respondent is 48.4%.

Inference

Majority 51.6% of the respondents are Female.

4.1.2 EDUCATIONAL QUALIFICATION



S.NO	PARTICULARS	NO.OF RESPONDANT	TOTAL
1	10 TH GRADE	1	1.1
2	12 TH GRADE	1	1.1
3	UNDER GRADUATED	59	63.4
4	POST GRADUATED	31	33.3
5	DIPLOMO	1	1.1
TOTAL		93	100

TABLE 4.1.2

Interpretation

From the above table it is interpreted that the number of respondents of 10TH GRADE is 1(1.1%), number of respondents in 12TH GRADE is 1(1.1%), number of respondents of UG is 59(63.4%), number of respondents of PG is 31(33.3%), diploma 1(1.1%).

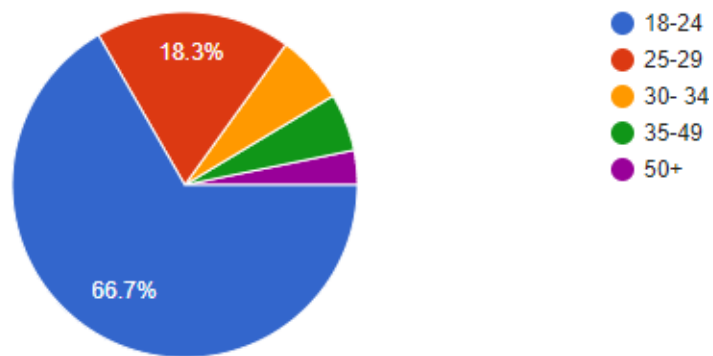
Inference

Majority (63.4 %) of the respondents are UG is 59.

4.1.3 AGE GROUP

Age Group

93 responses



S.NO	PARTICULARS	NO.OF RESPONDANT	TOTAL
1	18-24	62	66.7
2	25-29	17	18.3
3	30-34	6	6.5
4	35-49	5	5.4
5	50+	3	3.2
TOTAL		93	100

TABLE -4.1.3

Interpretation

From the above table it is interpreted that the number of respondents 18-24 ages of respondents are 66.7%, between 25-29 age of respondents are 18.3%, between 30-34 age of respondents 6.5%, between 35-49 age of respondents are 5.4%, and above 50+ ages of respondents are 3.2%

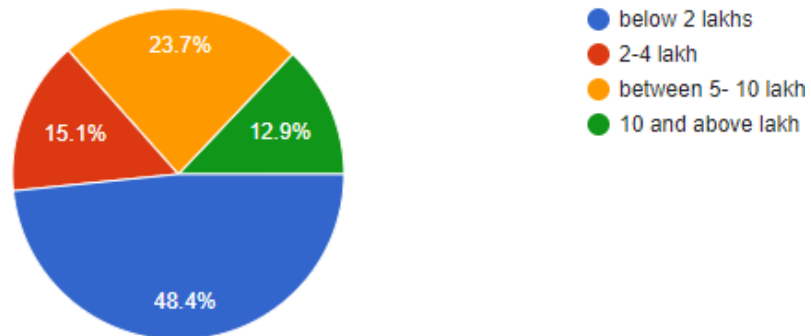
INFERENCE

Majority 66.6% of the respondents belong to the age group of 18-24 categories.

4.1.4 – ANNUAL INCOME OF RESPONDENTS

Annual Income of Respondents

93 responses



S.NO	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Below 2 lakhs	45	48.4
2	2-4 lakhs	14	15.1
3	5-10 lakhs	22	23.7
4	10 and above lakhs	12	12.9
TOTAL		93	100

TABLE-4.1.4

Interpretation

From the above table it is interpreted that the number of respondents below 2 lakhs of respondents are 48.4%, between 2-4lakhs of respondents are 15.1%, between 5-10 lakhs of respondents 23.7%, between 10 lakhs and above of respondents are 12.9%.

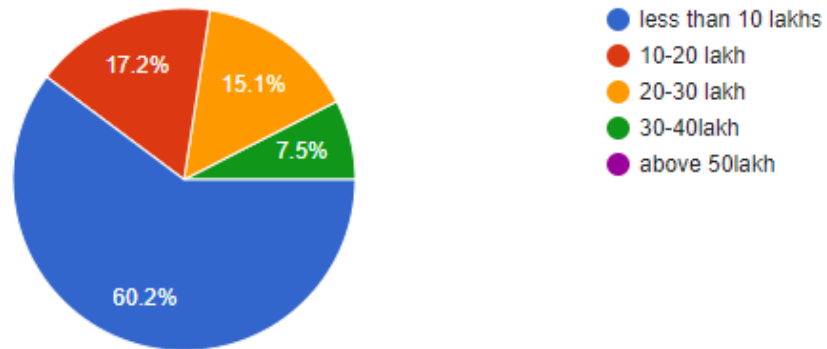
INFERENCE

Majority 48.4% of the respondents belong to the below 2lakhs category.

4.1.5 – Amount of home loan

Amount of home loan

93 responses



S.NO	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	BELOW 10 LAKHS	56	60.2
2	10-20 LAKHS	16	17.2
3	20-30 LAKHS	14	15.1
4	30- 40 LAKHS	7	7.5
5	ABOVE 50LAKHS	0	0
TOTAL		93	100

TABLE-4.1.5

Interpretation

From the above table it is interpreted that the number of respondents below 10 lakhs of respondents are 60.2 %(56), between 10-20lakhs of respondents are 17.2 %(16), between 20-30 lakhs of respondents 15.1 %(14), above 50 lakhs and above of respondents are 0%.

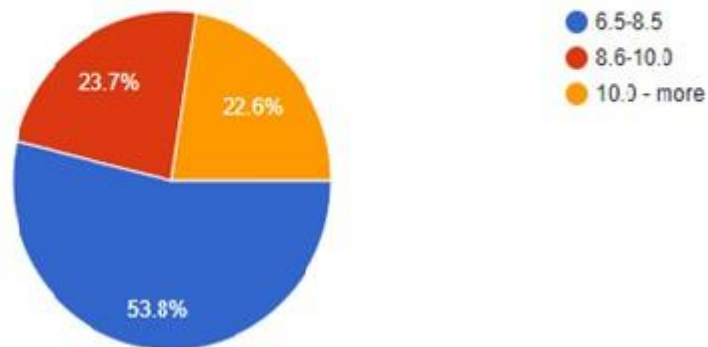
INFERENCE

Majority 60.2% of the respondents belong to the below 10 lakhs category.

4.1.6 – RATE OF INTEREST

Rate of Interest

93 responses



S.NO	PARTICULARS	NO.OF RESPONDANT	TOTAL
1	6.5	50	53.8
2	8.6-10.0	22	23.7
3	10.0 ABOVE	21	22.6
TOTAL		93	100

TABLE-4.1.6

Interpretation

From the above table it is interpreted that the number of respondents 6.5% INTREST of respondents are 53.8 %(50), between 8.6 -10% INTREST of respondents are 23.7 %(22) AND above 10% ABOVE and above of respondents are 22.6 %(21).

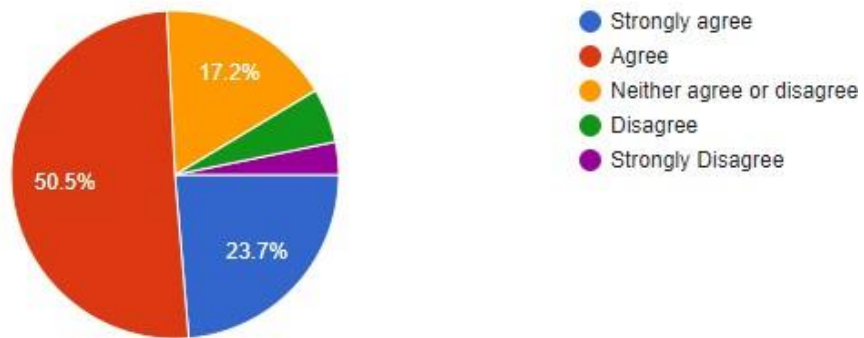
INFERENCE

Majority 53.8% of the respondents belong to 6.5% interest rate category.

4.1.7- Over all perception of home loans is Good among Debtors.

1. Over all perception of home loans is Good among Debtors

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	22	23.7
2	Agree	47	50.5
3	Neither agree or disagree	16	17.2
4	Disagree	5	5.4
5	Strongly disagree	3	3.2
Total		93	100

TABLE-4.1.7

Interpretation

From the above table it is interpreted that the number of respondents were 3.2% is Strongly disagree, 5.4% is disagree, 17.2% is Neither agree or disagree 50.5% is agree, 23.7% is strongly agree

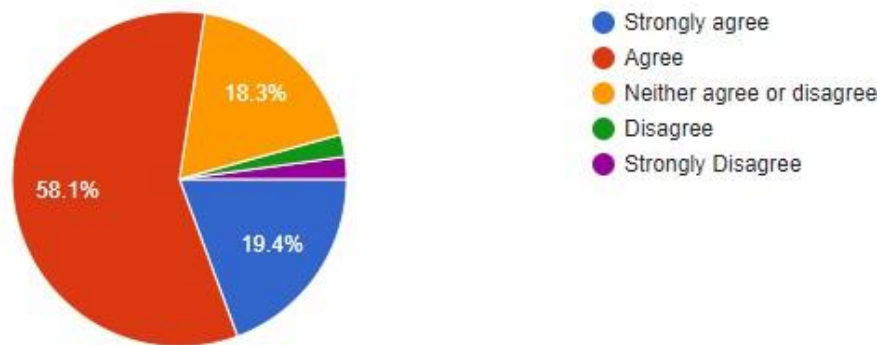
INFERENCE

Majority 50.5% of the respondents agree that over all perception of home loans is good among Debtors.

4.1.8 - My experience in getting a loan sanctioned was positive.

2. My experience in getting a loan sanctioned was positive"?

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	18	19.4
2	Agree	54	58.1
3	Neither agree or disagree	17	18.3
4	Disagree	2	2.2
5	Strongly disagree	2	2.2
Total		93	100

TABLE-4.1.8

Interpretation

From the above table it is interpreted that the number of respondents were 2.2% is Strongly disagree, 2.2% is disagree, 18.3% is Neither agree or disagree 58.1% is agree, 19.4% is strongly agree

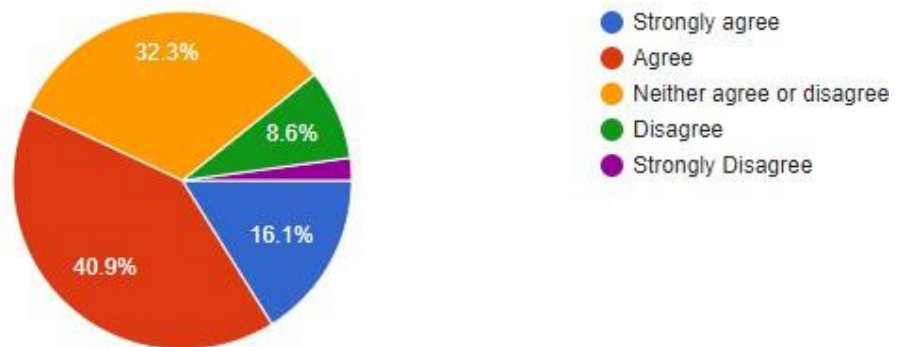
INFERENCE

Majority 58.1% of the respondents agree that my experience in getting a loan sanctioned was positive

4.1.9- I am satisfied with the rate of interest charged.

3. I am satisfied with the rate of interest charged"?

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	15	16.1
2	Agree	38	40.9
3	Neither agree or disagree	30	32.3
4	Disagree	8	8.6
5	Strongly disagree	2	2.2
total		93	100

TABLE-4.1.9

Interpretation

From the above table it is interpreted that the number of respondents were 2.2% is Strongly disagree, 8.6% is disagree, 32.3% is Neither agree or disagree 40.9% is agree, 16.1% is strongly agree

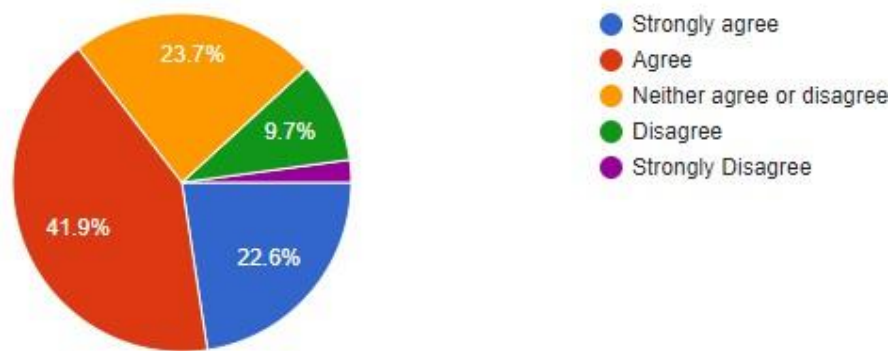
INFERENCE

Majority 40.9% of the respondents agree that I am satisfied with the rate of interest charged.

4.1.10 - I am most attracted to the service provided while taking a loan.

4. I am most attracted to the service provided while taking a loan"?

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	21	22.6
2	Agree	39	41.9
3	Neither agree or disagree	22	23.7
4	Disagree	9	9.7
5	Strongly disagree	2	2.2
total		93	100

TABLE-4.1.10

Interpretation

From the above table it is interpreted that the number of respondents were 2.2% is Strongly disagree, 9.7% is disagree, 23.7% is Neither agree or disagree 41.9% is agree, 22.6% is strongly agree

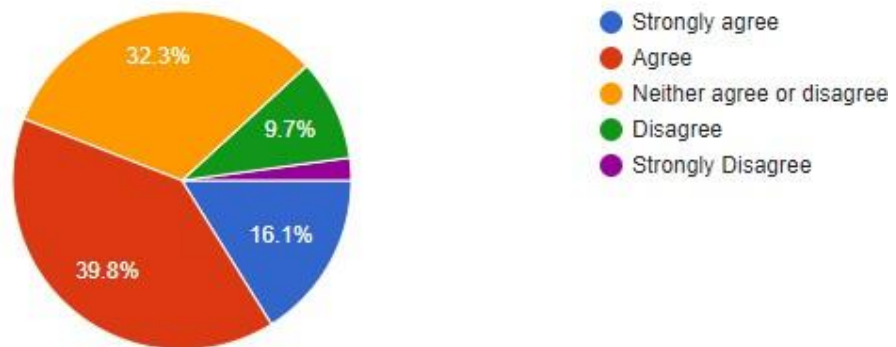
INFERENCE

Majority 41.9% of the respondents agree I am most attracted to the service provided while taking a loan.

1.4.11 - The bank has very complicated terms and condition for home loans.

5.The bank has very complicated terms and condition for home loans?

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	15	16.1
2	Agree	37	39.8
3	Neither agree or disagree	30	32.3
4	Disagree	9	9.7
5	Strongly disagree	2	2.2
total		93	100

TABLE-4.1.11

Interpretation

From the above table it is interpreted that the number of respondents were 2.2% is Strongly disagree, 9.7% is disagree, 32.3% is Neither agree or disagree 39.8% is agree, 16.1% is strongly agree .

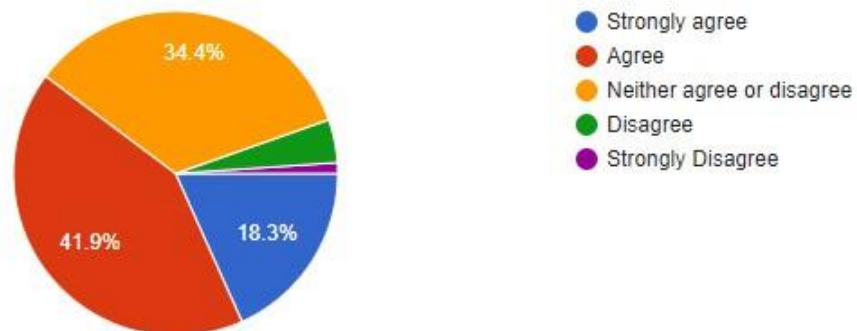
INFERENCE

Majority 39.8% of the respondents agree the bank has very complicated terms and condition for home loans.

4.1.12 - I am aware of the recovery procedure followed by the concerned HFI (Home Finance Institution) in the event of a default on the loan?

6.I am aware of the recovery procedure followed by the concerned HFI (Home Finance Institution) in the event of a default on the loan"?

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	17	18.3
2	Agree	39	41.9
3	Neither agree or disagree	32	34.4
4	Disagree	4	4.3
5	Strongly disagree	2	2.2
total		93	100

TABLE-4.1.12

Interpretation

From the above table it is interpreted that the number of respondents were 2.2% is Strongly disagree, 4.3% is disagree, 34.4% is Neither agree or disagree 41.9% is agree, 18.3% is strongly agree .

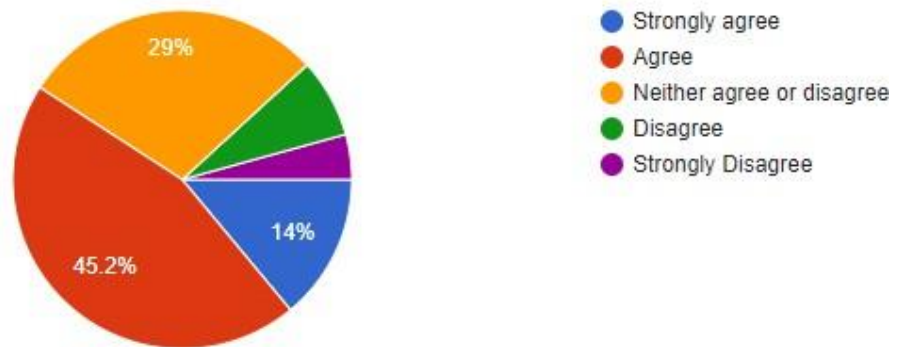
INFERENCE

Majority 41.9% of the respondents agree I am aware of the recovery procedure followed by the concerned HFI (Home Finance Institution) in the event of a default on the loan.

4.1.13 - The Disbursement time is too long.

7. The Disbursement time is too long

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	13	14
2	Agree	42	45.2
3	Neither agree or disagree	27	29
4	Disagree	7	7.5
5	Strongly disagree	4	4.3
total		93	100

TABLE-4.1.13

Interpretation

From the above table it is interpreted that the number of respondents were 4.3% is Strongly disagree, 7.5% is disagree, 29% is Neither agree or disagree 45.2% is agree, 14% is strongly agree .

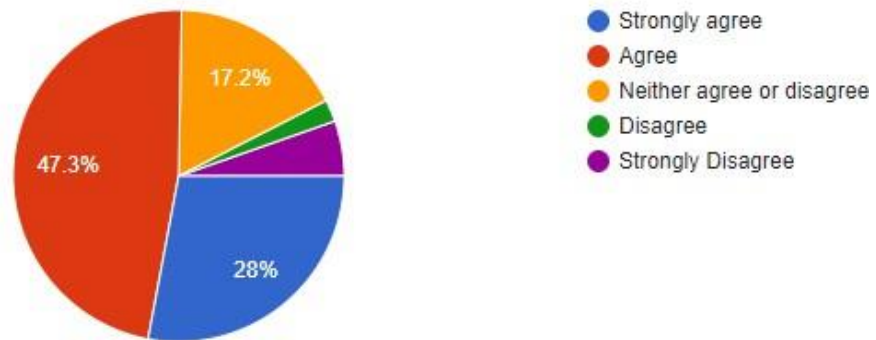
INFERENCE

Majority 45.2% Agree of the respondents agree the Disbursement time is too long.

4.1.14 - The customer relationship with the banks is very cordial.

1. The customer relationship with the banks is very cordial.?

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	26	28
2	Agree	44	47.3
3	Neither agree or disagree	16	17.2
4	Disagree	2	2.2
5	Strongly disagree	5	5.4
total		93	100

TABLE-4.1.14

Interpretation

From the above table it is interpreted that the number of respondents were 5.4% is Strongly disagree, 2.2% is disagree, 17.2% is Neither agree or disagree 47.3% is agree, 28% is strongly agree .

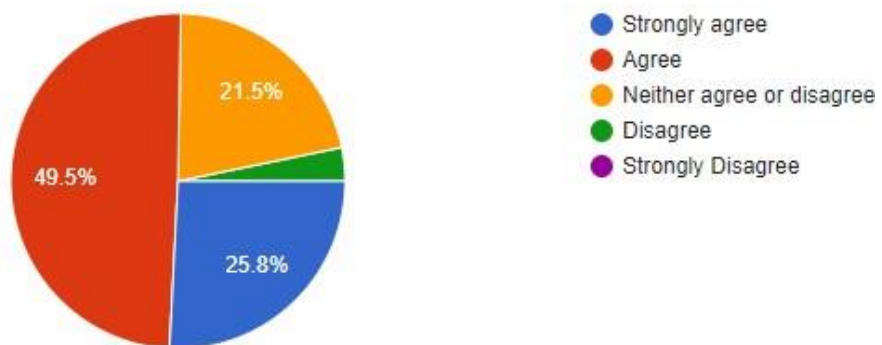
INFERENCE

Majority 47.3% of the respondents agree the customer relationship with the banks is very cordial.

4.1.15 - The Inspectors'/Engineers' attitude at the time of inspection of "Building construction in-progress" is good.

2. The Inspectors'/Engineers' attitude at the time of inspection of "Building construction in-progress" is good.

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	24	25.8
2	Agree	46	49.5
3	Neither agree or disagree	20	21.5
4	Disagree	2	2.2
5	Strongly disagree	0	0
total		93	100

TABLE-4.1.15

Interpretation

From the above table it is interpreted that the number of respondents were 0% is Strongly disagree, 2.2% is disagree, 21.5% is Neither agree or disagree 49.5% is agree, 25.8% is strongly agree .

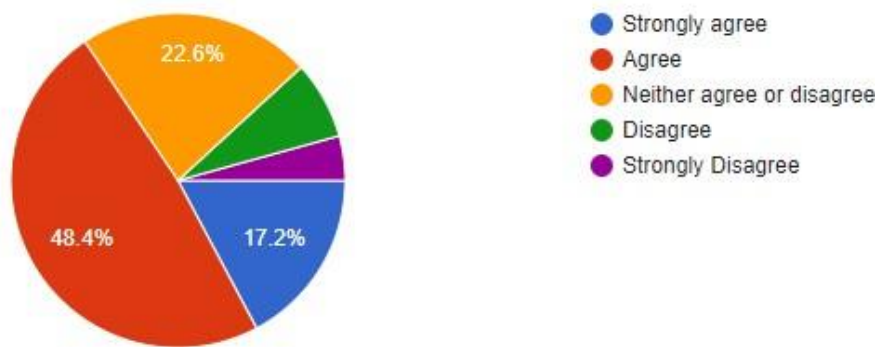
INFERENCE

Majority 49.5% of the respondents agree the Inspectors'/Engineers' attitude at the time of inspection of "Building construction in-progress" is good.

4.1.16 - The repayment period fixed by the organisation is acceptable for a loan

3. The repayment period fixed by the organisation is acceptable for a loan

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	16	17.2
2	Agree	45	48.4
3	Neither agree or disagree	21	22.6
4	Disagree	7	7.5
5	Strongly disagree	4	4.5
total		93	100

TABLE-4.1.16

Interpretation

From the above table it is interpreted that the number of respondents were 4.5% is Strongly disagree, 7.5% is disagree, 22.6% is Neither agree or disagree 48.4% is agree, 17.2% is strongly agree .

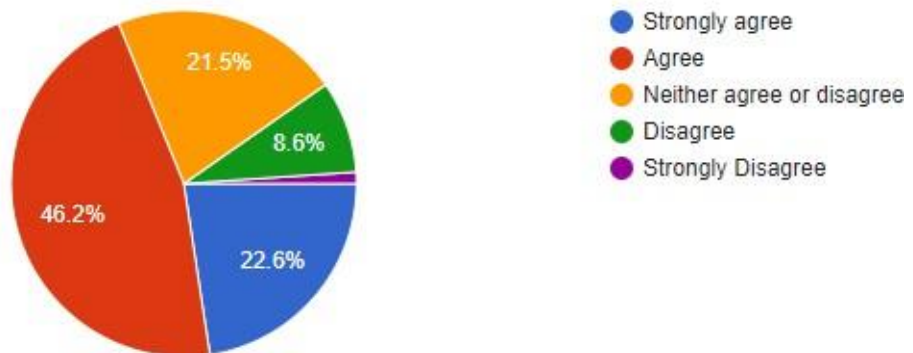
INFERENCE

Majority 48.4% of the respondents agree the repayment period fixed by the organisation is acceptable for a loan.

4.1.17 - Borrowers usually avoid defaulting on loans because this tarnishes their belief

4. Borrowers usually avoid defaulting on loans because this tarnishes their belief

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	21	22.6
2	Agree	43	46.2
3	Neither agree or disagree	20	21.5
4	Disagree	8	8.6
5	Strongly disagree	1	1.1
total		93	100

TABLE-4.1.17

Interpretation

From the above table it is interpreted that the number of respondents were 1.1% is Strongly disagree, 8.6% is disagree, 21.5% is Neither agree or disagree 46.2% is agree, 22.6% is strongly agree .

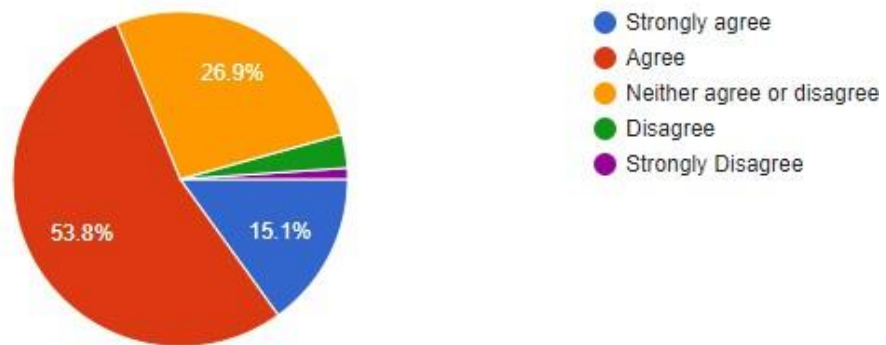
INFERENCE

Majority 46.2% of the respondents agree Borrowers usually avoid defaulting on loans because this tarnishes their belief.

4.1.18- Borrowers usually have long terms values when they make future plans

5. Borrowers usually have long terms values when they make future plans

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	14	15.1
2	Agree	50	53.8
3	Neither agree or disagree	25	26.9
4	Disagree	3	3.2
5	Strongly disagree	1	1.1
total		93	100

TABLE-4.1.18

Interpretation

From the above table it is interpreted that the number of respondents were 1.1% is Strongly disagree, 3.2% is disagree, 26.9% is Neither agree or disagree 53.8% is agree, 15.1% is strongly agree .

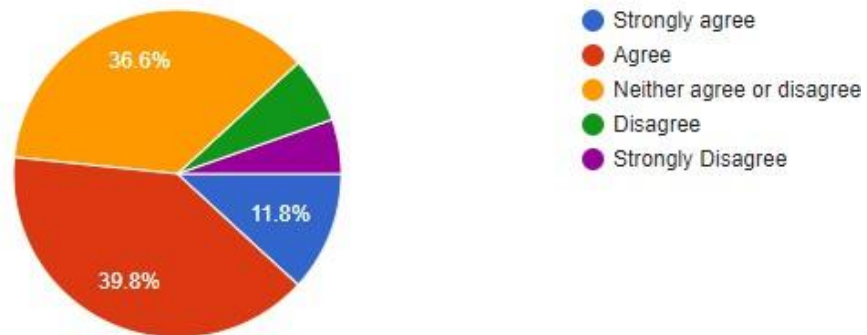
INFERENCE

Majority 53.8% of the respondents agree Borrowers usually have long terms values when they make future plans.

4.1.19- The procedure of applying for the housing loan is easy.

6. The procedure of applying for the housing loan is easy

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	11	11.8
2	Agree	37	39.8
3	Neither agree or disagree	34	36.6
4	Disagree	6	6.5
5	Strongly disagree	5	5.4
total		93	100

TABLE-4.1.19

Interpretation

From the above table it is interpreted that the number of respondents were 5.4% is Strongly disagree, 6.5% is disagree, 36.6% is Neither agree or disagree 39.8% is agree, 11.8% is strongly agree .

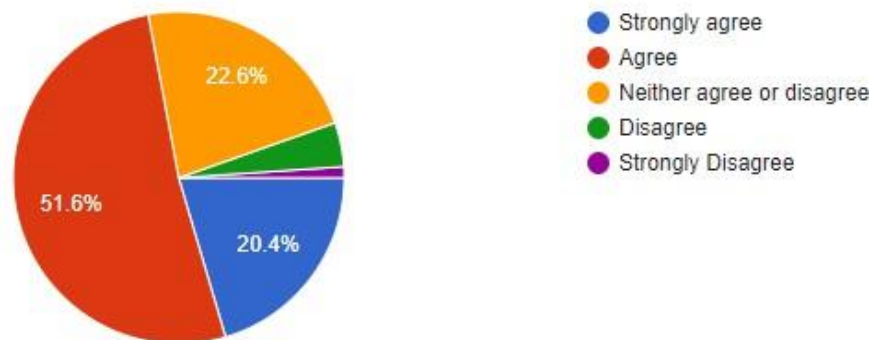
INFERENCE

Majority 39.8% of the respondents agree the procedure of applying for the housing loan is easy.

4.1.20 - I am likely to remain a loyal customer.

7. I am likely to remain a loyal customer"?

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	19	20.4
2	Agree	48	51.6
3	Neither agree or disagree	19	22.6
4	Disagree	4	4.3
5	Strongly disagree	1	1.1
total		93	100

TABLE-4.1.20

Interpretation

From the above table it is interpreted that the number of respondents were 1.1% is Strongly disagree, 4.3% is disagree, 22.6% is Neither agree or disagree 51.6% is agree, 20.4% is strongly agree .

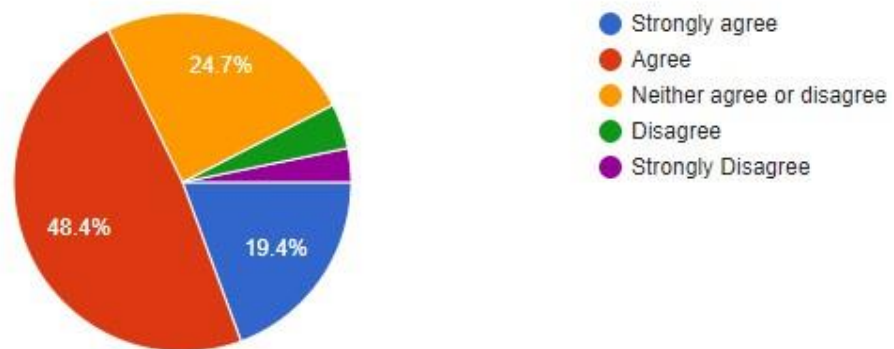
INFERENCE

Majority 51.6% of the respondents agree they are likely to remain a loyal customer.

4.1.21 - "I have compared the offerings of different HFBs (Home Finance Banks) to find the most suitable scheme for my needs"

1. "I have compared the offerings of different HFBs (Home Finance Banks) to find the most suitable scheme for my needs"?

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	18	19.4
2	Agree	45	48.4
3	Neither agree or disagree	23	24.7
4	Disagree	4	4.3
5	Strongly disagree	3	3.2
total		93	100

TABLE-4.1.21

Interpretation

From the above table it is interpreted that the number of respondents were 3.2% is Strongly disagree, 4.3% is disagree, 24.7% is Neither agree or disagree 48.4% is agree, 19.4% is strongly agree .

INFERENCE

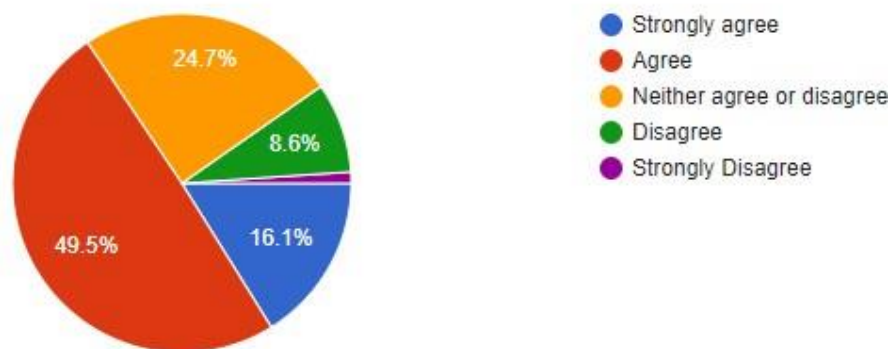
Majority 48.4% of the respondents agree they have compared the offerings of different

HFBs (Home Finance Banks) to find the most suitable scheme for my needs.

4.1.22 - "I am aware of any special incentives or benefits offered by HFBs for first-time homebuyers"

2. "I am aware of any special incentives or benefits offered by HFBs for first-time homebuyers"?

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	15	16.1
2	Agree	46	49.5
3	Neither agree or disagree	23	24.7
4	Disagree	8	8.6
5	Strongly disagree	1	1.1
		93	100

TABLE-4.1.22

Interpretation

From the above table it is interpreted that the number of respondents were 1.1% is Strongly disagree, 8.6% is disagree, 24.7% is Neither agree or disagree 49.5% is agree, 16.1% is strongly agree .

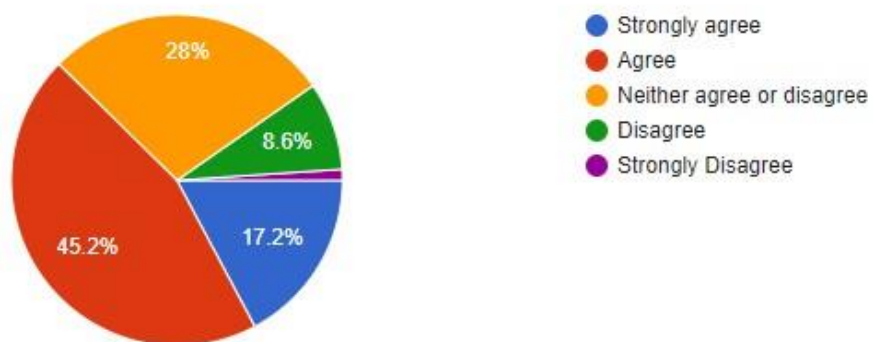
INFERENCE

Majority 49.5% of the respondents agree they are aware of any special incentives or benefits offered by HFBs for first-time homebuyers.

4.1.23 - I am knowledgeable about the different types of housing finance schemes available from HFBs (Home Finance Banks).

3. I am knowledgeable about the different types of housing finance schemes available from HFBs (Home Finance Banks)"

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	16	17.2
2	Agree	42	45.2
3	Neither agree or disagree	26	28
4	Disagree	8	8.6
5	Strongly disagree	1	1.1
total		93	100

TABLE-4.1.23

Interpretation

From the above table it is interpreted that the number of respondents were 1.1% is Strongly disagree, 8.6% is disagree, 28% is Neither agree or disagree 45.2% is agree, 17.2% is strongly agree .

INFERENCE

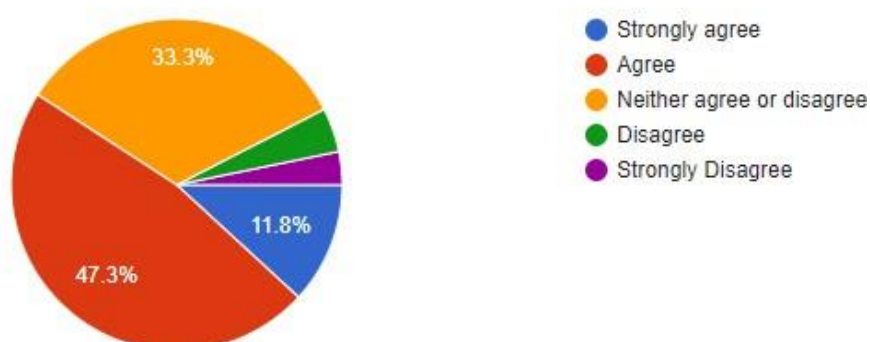
Majority 45.2% of the respondents agree they are knowledgeable about the different types

of housing finance schemes available from HFBs (Home Finance Banks).

4.1.24 - Housing Finance Banks (HFBs) consistently employ behavioural techniques to assess borrowers.

4. Housing Finance Banks (HFBs) consistently employ behavioral techniques to assess borrowers"?

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	11	11.8
2	Agree	44	47.3
3	Neither agree or disagree	31	33.3
4	Disagree	4	4.3
5	Strongly disagree	3	3.2
total		93	100

TABLE-4.1.24

Interpretation

From the above table it is interpreted that the number of respondents were 3.2% is Strongly disagree, 4.3% is disagree, 33.3% is Neither agree or disagree 47.3% is agree, 11.8% is strongly agree .

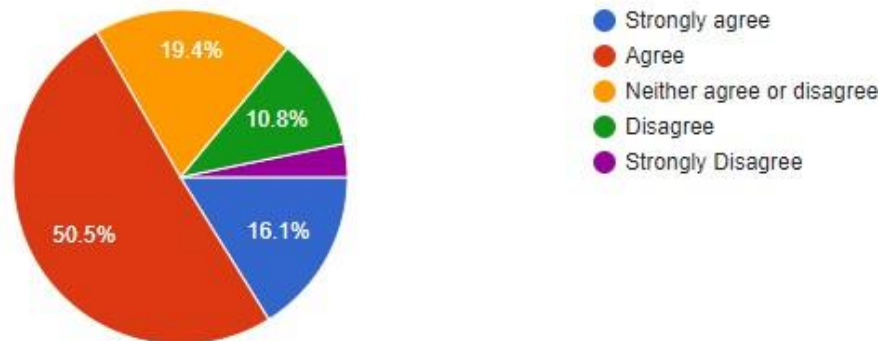
INFERENCE

Majority 47.3% of the respondents agree that Housing Finance Banks (HFBs) consistently employ behavioural techniques to assess borrowers.

4.1.25 - I am aware of potential additional costs associated with a housing loan.

5. I am aware of potential additional costs associated with a housing loan"?

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	15	16.1
2	Agree	47	50.5
3	Neither agree or disagree	18	19.4
4	Disagree	10	10.8
5	Strongly disagree	3	3.2
total		93	100

TABLE-4.1.25

Interpretation

From the above table it is interpreted that the number of respondents were 3.2% is Strongly disagree, 10.8% is disagree, 19.4% is Neither agree or disagree 50.5% is agree, 16.1% is strongly agree .

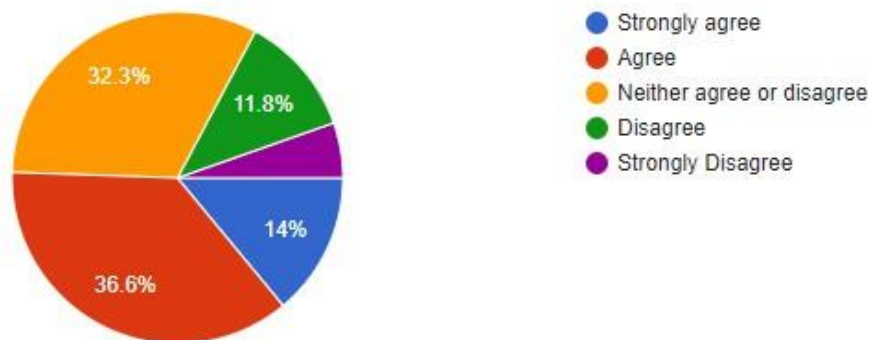
INFERENCE

Majority 50.5% of the respondents agree they are aware of potential additional costs associated with a housing loan.

4.1.26 - I have investigated government-backed initiatives or subsidies available for housing finance.

6. I have investigated government-backed initiatives or subsidies available for housing finance"?

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	13	14
2	Agree	34	36.6
3	Neither agree or disagree	30	32.3
4	Disagree	11	11.8
5	Strongly disagree	5	5.4
total		93	100

TABLE-4.1.26

Interpretation

From the above table it is interpreted that the number of respondents were 5.4% is Strongly disagree, 11.8% is disagree, 32.3% is Neither agree or disagree 36.6% is agree, 14% is strongly agree .

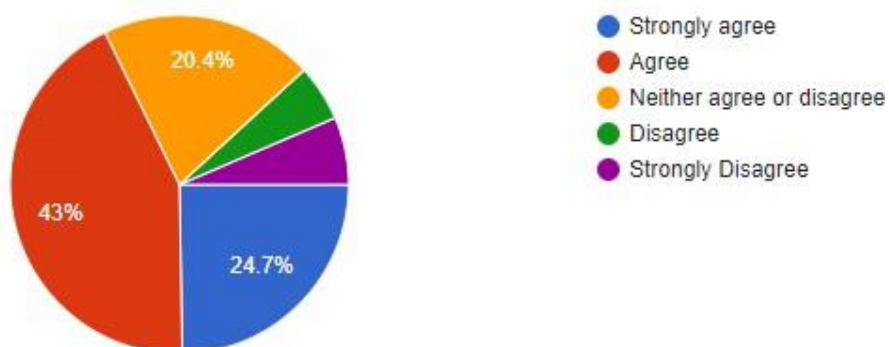
INFERENCE

Majority 36.6% of the respondents agree they have investigated government-backed initiatives or subsidies available for housing finance.

4.1.27 - I understand the eligibility criteria for various housing finance schemes

7. "I understand the eligibility criteria for various housing finance schemes"?

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	23	24.7
2	Agree	40	43
3	Neither agree or disagree	19	20.4
4	Disagree	5	5.4
5	Strongly disagree	6	6.5
total		93	100

TABLE-4.1.27

Interpretation

From the above table it is interpreted that the number of respondents were 6.5% is Strongly disagree, 5.4% is disagree, 20.4% is Neither agree or disagree 43% is agree, 24.7% is strongly agree .

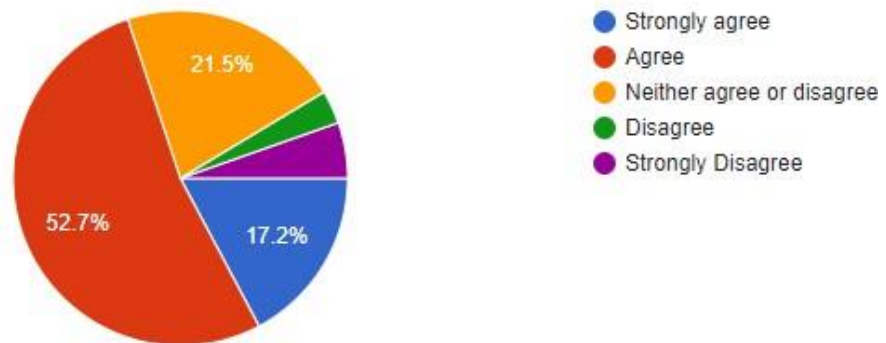
INFERENCE

Majority 43% of the respondents agree they understand the eligibility criteria for various housing finance schemes.

4.1.28 - Borrowers may not have a clear budget or spending plan in place.

1. Borrowers may not have a clear budget or spending plan in place.

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	16	17.2
2	Agree	49	52.7
3	Neither agree or disagree	20	21.5
4	Disagree	3	3.2
5	Strongly disagree	5	5.4
total		93	100

TABLE-4.1.28

Interpretation

From the above table it is interpreted that the number of respondents were 5.4% is Strongly disagree, 3.2% is disagree, 21.5% is Neither agree or disagree 52.7% is agree, 17.2% is strongly agree .

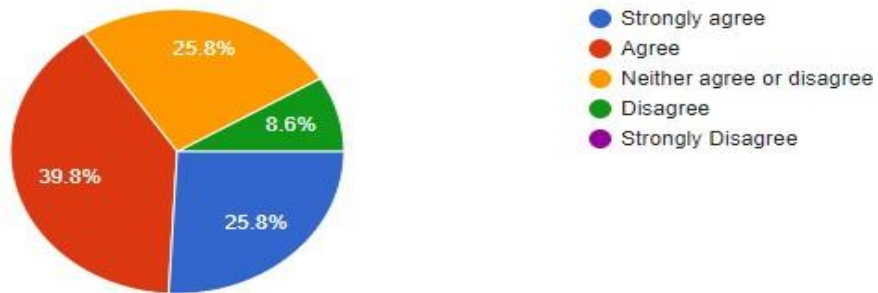
INFERENCE

Majority 52.7% of the respondents agree the borrowers may not have a clear budget or spending plan in place.

4.1.29- Lack of understanding about financial concepts like interest rates, compound interest, and budgeting can lead to mismanagement of money.

2. Lack of understanding about financial concepts like interest rates, compound interest, and budgeting can lead to mismanagement of money

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	24	25.8
2	Agree	37	39.8
3	Neither agree or disagree	24	25.8
4	Disagree	8	8.6
5	Strongly disagree	0	0
total		93	100

TABLE-4.1.29

Interpretation

From the above table it is interpreted that the number of respondents were 0% is Strongly disagree, 8.6% is disagree, 25.8% is Neither agree or disagree 39.8% is agree, 25.8% is strongly agree .

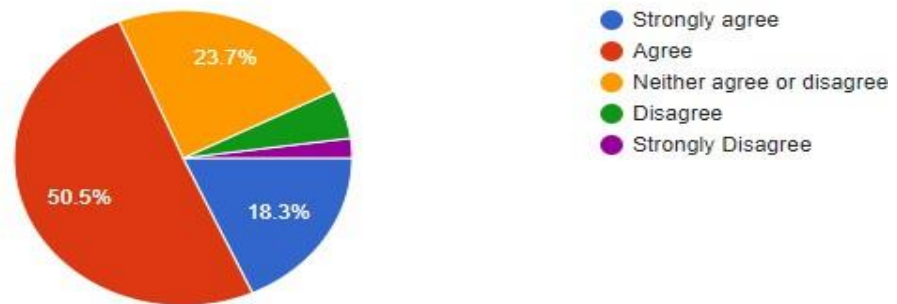
INFERENCE

Majority 39.8% of the respondents agree that lack of understanding about financial concepts like interest rates, compound interest, and budgeting can lead to mismanagement of money.

4.1.30 - Not understanding the tax implications of homeownership, such as deductions for mortgage interest, can lead to missed opportunities for tax benefits.

3. Not understanding the tax implications of homeownership, such as deductions for mortgage interest, can lead to missed opportunities for tax benefits.

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	17	18.3
2	Agree	47	50.5
3	Neither agree or disagree	22	23.7
4	Disagree	5	5.4
5	Strongly disagree	2	2.2
total		93	100

TABLE-4.1.30

Interpretation

From the above table it is interpreted that the number of respondents were 2.2% is Strongly disagree, 5.4% is disagree, 23.7% is Neither agree or disagree 50.5% is agree, 18.3% is strongly agree .

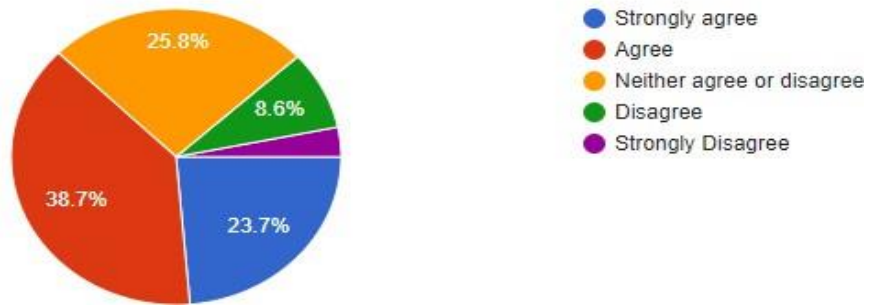
INFERENCE

Majority 50.5% of the respondents agree that not understanding the tax implications of homeownership, such as deductions for mortgage interest, can lead to missed opportunities for tax benefits.

4.1.31 - Not selecting the right type of home loan can also leads to mismanagement of money.

4. Not selecting the right type of home loan can also leads to mismanagement of money.

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	22	23.7
2	Agree	36	38.7
3	Neither agree or disagree	24	25.8
4	Disagree	8	8.6
5	Strongly disagree	3	3.2
total		93	100

TABLE-4.1.31

Interpretation

From the above table it is interpreted that the number of respondents were 3.2% is Strongly disagree, 8.6% is disagree, 25.8% is Neither agree or disagree 38.7% is agree, 23.7% is strongly agree .

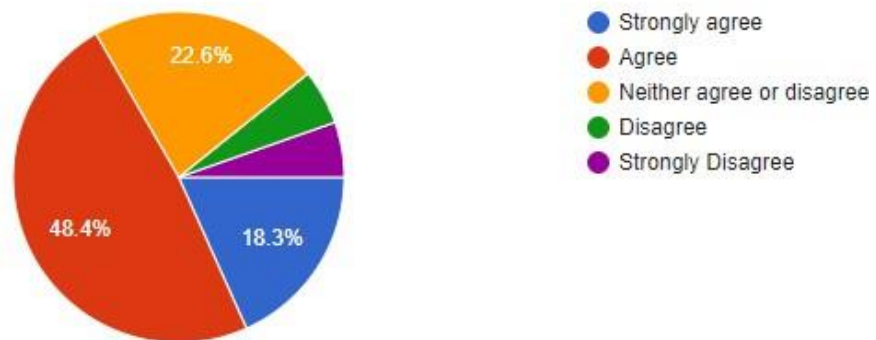
INFERENCE

Majority 38.7% of the respondents agree not selecting the right type of home loan can also leads to mismanagement of money.

4.1.32 - Failing to make timely payments on loans, including the home loan, can lead to a decrease in credit score.

5. Failing to make timely payments on loans, including the home loan, can lead to a decrease in credit score .

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	17	18.3
2	Agree	45	48.4
3	Neither agree or disagree	21	22.6
4	Disagree	5	5.4
5	Strongly disagree	5	5.4
total		93	100

TABLE – 4.1.32

Interpretation

From the above table it is interpreted that the number of respondents were 5.4% is Strongly disagree, 5.4% is disagree, 22.6% is Neither agree or disagree 48.4% is agree, 18.3% is strongly agree .

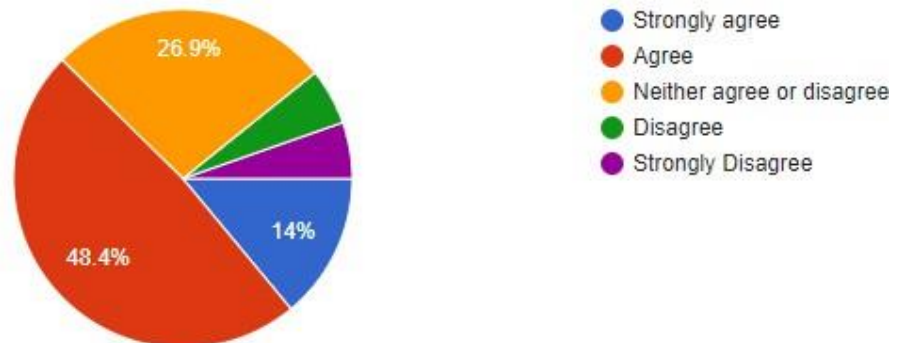
INFERENCE

Majority 48.4% of the respondents agree failing to make timely payments on loans, including the home loan, can lead to a decrease in credit score.

4.1.33 - Borrowers may commit to a housing loan that exceeds their actual financial capacity, leading to difficulties in making timely payments.

6. Borrowers may commit to a housing loan that exceeds their actual financial capacity, leading to difficulties in making timely payments.

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	13	14
2	Agree	45	48.4
3	Neither agree or disagree	25	26.9
4	Disagree	5	5.4
5	Strongly disagree	5	5.4
total		93	100

TABLE-4.1.33

Interpretation

From the above table it is interpreted that the number of respondents were 5.4% is Strongly disagree, 5.4% is disagree, 26.9% is Neither agree or disagree 48.4% is agree, 14% is strongly agree .

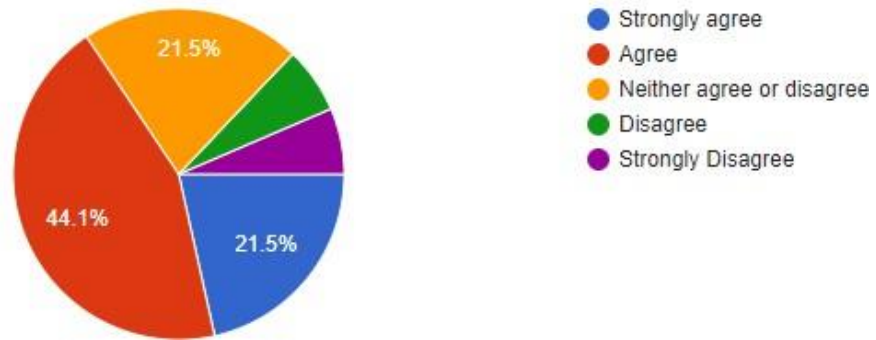
INFERENCE

Majority 48.4% of the respondents agree borrowers may commit to a housing loan that exceeds their actual financial capacity, leading to difficulties in making timely payments.

4.1.34 - I am familiar with my credit score and report

7. "I am familiar with my credit score and report"?

93 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly agree	20	21.5
2	Agree	41	44.1
3	Neither agree or disagree	20	21.5
4	Disagree	6	6.5
5	Strongly disagree	6	6.5
total		93	100

TABLE – 4.1.34

Interpretation

From the above table it is interpreted that the number of respondents were 6.5% is Strongly disagree, 6.5% is disagree, 21.5% is Neither agree or disagree 44.1% is agree, 21.5% is strongly agree .

INFERENCE

Majority 44.1% of the respondents agree they are familiar with my credit score and report.

NULL HYPOTHESIS (H0):

There is no significant difference between recovery procedure and debtors attitude.

ALTERNATE HYPOTHESIS (H1):

There is significant difference between recovery procedure and debtors attitude.

TABLE - OBSERVED**ANOVA****Oneway**

ANOVA					
Perception					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	64.949	4	16.237	78.363	.124
Within Groups	18.234	89	.207		
Total	83.183	93			

Interpretation:

Since the p value is 0.000, which is less than the significance value (0.05) hence null hypothesis (H0) is rejected , and H1 is accepted. There is a significant difference between the recovery procedure and debtors attitude.

INFERENCE

Therefore, there no is a significant difference between the recovery procedure and debtors attitude

CORRELATION :

Correlations

		Correlations	
		Perception	Recovery Procedure
Perception	Pearson Correlation	1	-.042**
	Sig. (2-tailed)		.432
	N	93	93
Recovery Procedure	Pearson Correlation	-.420**	1
	Sig. (2-tailed)	.432	
	N	93	93

** . Correlation is significant at the 0.01 level (2-tailed).

DECISION:

It is said that the recovery procedure affects the debtors attitude towards the home loan. The value of correlation is -0.042 .

INFERENCE:

Therefore, there is a significant difference between the recovery procedure and debtors attitude.

CHI-SQUARE:

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
➔ Pearson Chi-Square	183.006 ^a	16	.001
Likelihood Ratio	138.515	16	.020
N of Valid Cases	93		

a. 18 cells (72.0%) have expected count less than 5. The minimum expected count is .03.

INTERPRETATION:

Since the p value is 0.001, which is less than the significance value(0.05) hence null hypothesis (H0) is rejected , and H1 is accepted . There is the significant between recovery procedure and debtors behaviour

INFERENCE:

Therefore, there is significance difference between the recovery procedure and debtors attitude.

NULL HYPOTHESIS (H0):

There is no significant difference between the service convenience and debtor's loyalty.

ALTERNATE HYPOTHESIS (H1):

There is significant difference between the service convenience and debtor's loyalty.

ANOVA:

ANOVA					
loyal customer					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	53.096	4	13.274	35.804	.124
Within Groups	10.087	89	.115		
Total	63.183	93			

INTERPRETATION

The p value is 0.124 which is lesser than the significance value (0.05) hence null hypothesis (H0) is reject and H1 is accepted there is a significant difference between service convenience and debtor's loyalty.

INFERENCE

Therefore, there is a significant difference between service convenience and debtor's loyalty.

CORRELATION:

Correlations

		Correlations	
		loyal customer	benefits offered
loyal customer	Pearson Correlation	1	.039**
	Sig. (2-tailed)		.529
	N	93	93
benefits offered	Pearson Correlation	.039**	1
	Sig. (2-tailed)	.553	
	N	93	93

** . Correlation is significant at the 0.01 level (2-tailed).

DECISION:

There is a strong and statistically significant positive correlation The benefits offered by the HFI makes the customer more loyal towards home loan.

INFERENCE:

Therefore, there is a no significant difference between service convenience and debtor's loyalty.

CHI-SQUARE:

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
→ Pearson Chi-Square	263.458 ^a	16	.001
Likelihood Ratio	155.906	16	.020
N of Valid Cases	93		

a. 19 cells (76.0%) have expected count less than 5. The minimum expected count is .01.

INTERPRETATION:

Since the p value is 0.001, which is less than the significance value(0.05) hence null hypothesis (H0) is rejected , and H1 is accepted . There is the significant between service convenience and debtors loyalty

INFERENCE:

Therefore, there is significance difference between service convenience and debtor's loyalty.

CHAPTER 5

FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS

- Majority 51.6% of the respondents are Female.
- Majority (63.4 %) of the respondents are UG is 59.
- Majority 66.6% of the respondents belong to the age group of 18-24 categories.
- Majority 48.4% of the respondents belong to the below 2lakhs category.
- Majority 60.2% of the respondents belong to the below 10 lakhs category.
- Majority 53.8% of the respondents belong to 6.5% interest rate category.
- Majority 50.5% of the respondents agree that over all perception of home loans is good among Debtors.
- Majority 58.1% of the respondents agree that my experience in getting a loan sanctioned was positive
- Majority 40.9% of the respondents agree that I am satisfied with the rate of interest charged.
- Majority 41.9% of the respondents agree I am most attracted to the service provided while taking a loan.
- Majority 39.8% of the respondents agree the bank has very complicated terms and condition for home loans.
- Majority 41.9% of the respondents agree I am aware of the recovery procedure followed by the concerned HFI (Home Finance Institution) in the event of a default on the loan.
- Majority 45.2% Agree of the respondents agree the Disbursement time is too long.
- Majority 47.3% of the respondents agree the customer relationship with the banks is very cordial.
- Majority 49.5% of the respondents agree the Inspectors'/Engineers' attitude at the time of inspection of "Building construction in-progress" is good.
- Majority 48.4% of the respondents agree the repayment period fixed by the organisation is acceptable for a loan.
- Majority 46.2% of the respondents agree Borrowers usually avoid defaulting on loans because this tarnishes their belief.

- Majority 53.8% of the respondents agree Borrowers usually have long terms values when they make future plans.
- Majority 39.8% of the respondents agree the procedure of applying for the housing loan is easy.
- Majority 51.6% of the respondents agree they are likely to remain a loyal customer.
- Majority 48.4% of the respondents agree they have compared the offerings of different HFBs (Home Finance Banks) to find the most suitable scheme for my needs.
- Majority 49.5% of the respondents agree they are aware of any special incentives or benefits offered by HFBs for first-time homebuyers.
- Majority 45.2% of the respondents agree they are knowledgeable about the different types of housing finance schemes available from HFBs (Home Finance Banks).
- Majority 47.3% of the respondents agree that Housing Finance Banks (HFBs) consistently employ behavioural techniques to assess borrowers.
- Majority 50.5% of the respondents agree they are aware of potential additional costs associated with a housing loan.
- Majority 36.6% of the respondents agree they have investigated government-backed initiatives or subsidies available for housing finance.
- Majority 43% of the respondents agree they understand the eligibility criteria for various housing finance schemes.
- Majority 52.7% of the respondents agree the borrowers may not have a clear budget or spending plan in place.
- Majority 39.8% of the respondents agree that lack of understanding about financial concepts like interest rates, compound interest, and budgeting can lead to mismanagement of money.
- Majority 50.5% of the respondents agree that not understanding the tax implications of homeownership, such as deductions for mortgage interest, can lead to missed opportunities for tax benefits.
- Majority 38.7% of the respondents agree not selecting the right type of home loan can also leads to mismanagement of money.
- Majority 48.4% of the respondents agree failing to make timely payments on loans, including the home loan, can lead to a decrease in credit score.

- Majority 48.4% of the respondents agree borrowers may commit to a housing loan that exceeds their actual financial capacity, leading to difficulties in making timely payments.
- Majority 44.1% of the respondents agree they are familiar with my credit score and report.

5.2 SUGGESTIONS

- Creating a budget is a foundational step in financial management. It involves carefully outlining and categorizing all sources of income and anticipated expenses. This process helps individuals gain a clear understanding of their financial inflows and outflows.
- Monitoring your credit score is a proactive and essential aspect of financial management. A credit score is a numerical representation of an individual's creditworthiness, and it plays a significant role in various financial transactions. Regularly keeping an eye on your credit score and credit report serves several purposes. Importantly, a good credit score can be a valuable asset. When it comes to borrowing money, whether for a mortgage, car loan, or credit card, having a higher credit score often translates into better interest rates and more favorable loan terms. Lenders are inclined to offer lower interest rates to individuals with good credit scores, as they are considered lower risk.
- Customer awareness is medium about REPCO and benefits offered by HFBs . Many individuals may not have received sufficient financial education or literacy training, leaving them unaware of various financial products and services in REPCO, including those offered by HFBs.
- Implementing automated systems for document verification, credit checks, and other validation processes eliminates the need for time-consuming manual tasks. Automation enables quick and accurate processing, reducing the overall time required for verification so that the disbursement time will reduce.
- It's crucial for borrowers to have up-to-date information about the recovery procedures of the HFIs with which they have financial agreements. Recovery procedures may involve legal processes, negotiation options, and potential consequences, and these can evolve. So this may let the debtors doesn't know about the recovery procedure.

5.3 LIMITATIONS OF THE STUDY:

- The study is confined to Kanyakumari District only due to time constraint.
- Getting timely responses from the respondents was a difficult task due to their regular routine activities.
- The data collected for the research is fully on primary data given by the respondents. There is chance for personal bias, so the accuracy is not true.
- The study has been limited 93 respondents only
- Limited time for survey is other constrain.

5.4 CONCLUSION

In conclusion, the examination of debtors' behaviour illuminates a multifaceted landscape where individual financial decisions intersect with broader economic dynamics. The prevalent issues of late payments, defaults, and escalating indebtedness emphasize the pressing need for a nuanced understanding of the factors shaping debtor behaviour. It is evident that financial literacy or the lack thereof, plays a pivotal role in influencing how individuals manage their debts. Bridging this knowledge gap through comprehensive educational initiatives becomes paramount in empowering debtors to make informed financial decisions.

Furthermore, the analysis points to the intricate interplay of economic conditions and personal finance habits. Economic instability and fluctuations can significantly impact the ability of debtors to meet their financial obligations. Recognizing and addressing these external factors are crucial for developing strategies that enhance financial resilience among individuals.

The repercussions of problematic debtor behaviour extend beyond the individual, affecting creditors and the stability of financial institutions. High default rates, for instance, pose risks to lenders and necessitate the development of robust risk mitigation measures within the financial sector. Additionally, societal implications, such as increased stress and potential strain on support services, underscore the broader impact of financial distress on communities.

In light of these challenges, it is imperative to advocate for proactive interventions. Implementing targeted support programs that assist individuals facing financial difficulties and refining regulatory frameworks to ensure fairness and protection for both debtors and creditors are essential components of a comprehensive approach. By fostering an environment that promotes responsible financial practices and addresses the root causes of problematic debtor behaviour, we can contribute to the creation of a more resilient and equitable financial landscape that benefits individuals, financial institutions, and society as a whole.

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QUESTIONNAIRE
DEMOGRAPHIC PROFILE

1. NAME
2. Gender
 - A) Male
 - B) Female
3. Educational Qualification
 - A) 10th grade
 - B) 12th grade
 - C) Diploma
 - D) UG
 - E) PG
4. Age Group
 - A) 18-24
 - B) 24-29
 - C) 30- 34
 - D) 35-49
 - E) 50+
7. Annual Income of Respondents
 - A) below 2 lakhs
 - B) 2-4 lakh
 - C) between 5- 10 lakh
 - D) 10 and above lakh
8. Amount of home loan
 - A) less than 10 lakhs
 - B) 10-20 lakh
 - C) 20-30 lakh
 - D) 30-40lakh
 - E) above 50lakh
9. Rate of Interest
 - A) 6.5-8.5
 - B) 8.6-10.0
 - C) 10.0 - more

Rate the following:

- A. Strongly Agree
- B. Agree
- C. Neither Agree Nor Agree
- D. Disagree
- E. Strongly Disagree

1. Over all perception of home loans is Good among Debtors.

- A. Strongly Agree
- B. Agree
- C. Neither Agree Nor Agree
- D. Disagree
- E. Strongly Disagree

2. My experience in getting a loan sanctioned was positive.

- A. Strongly Agree
- B. Agree
- C. Neither Agree Nor Agree
- D. Disagree
- E. Strongly Disagree

3. I am satisfied with the rate of interest charged.

- A. Strongly Agree
- B. Agree
- C. Neither Agree Nor Agree
- D. Disagree
- E. Strongly Disagree

4. I am most attracted to the service provided while taking a loan.

- A. Strongly Agree
- B. Agree
- C. Neither Agree Nor Agree
- D. Disagree
- E. Strongly Disagree

5. The bank has very complicated terms and condition for home loans.
- A. Strongly Agree
 - B. Agree
 - C. Neither Agree Nor Agree
 - D. Disagree
 - E. Strongly Disagree
6. I am aware of the recovery procedure followed by the concerned HFI (Home Finance Institution) in the event of a default on the loan.
- A. Strongly Agree
 - B. Agree
 - C. Neither Agree Nor Agree
 - D. Disagree
 - E. Strongly Disagree
7. The Disbursement time is too long.
- A. Strongly Agree
 - B. Agree
 - C. Neither Agree Nor Agree
 - D. Disagree
 - E. Strongly Disagree
8. The customer relationship with the banks is very cordial.
- A. Strongly Agree
 - B. Agree
 - C. Neither Agree Nor Agree
 - D. Disagree
 - E. Strongly Disagree
9. The Inspectors'/Engineers' attitude at the time of inspection of "Building construction in-progress" is good.
- A. Strongly Agree
 - B. Agree
 - C. Neither Agree Nor Agree
 - D. Disagree
 - E. Strongly Disagree

10. The repayment period fixed by the organisation is acceptable for a loan.
- A. Strongly Agree
 - B. Agree
 - C. Neither Agree Nor Agree
 - D. Disagree
 - E. Strongly Disagree
11. Borrowers usually avoid defaulting on loans because this tarnishes their belief.
- A. Strongly Agree
 - B. Agree
 - C. Neither Agree Nor Agree
 - D. Disagree
 - E. Strongly Disagree
12. Borrowers usually have long terms values when they make future plans.
- A. Strongly Agree
 - B. Agree
 - C. Neither Agree Nor Agree
 - D. Disagree
 - E. Strongly Disagree
13. The procedure of applying for the housing loan is easy.
- A. Strongly Agree
 - B. Agree
 - C. Neither Agree Nor Agree
 - D. Disagree
 - E. Strongly Disagree
14. I am likely to remain a loyal customer.
- A. Strongly Agree
 - B. Agree
 - C. Neither Agree Nor Agree
 - D. Disagree

E. Strongly Disagree

15. I have compared the offerings of different HFBs (Home Finance Banks) to find the most suitable scheme for my needs.

A. Strongly Agree

B. Agree

C. Neither Agree Nor Agree

D. Disagree

E. Strongly Disagree

16. I am aware of any special incentives or benefits offered by HFBs for first-time homebuyers.

A. Strongly Agree

B. Agree

C. Neither Agree Nor Agree

D. Disagree

E. Strongly Disagree

17. I am knowledgeable about the different types of housing finance schemes available from HFBs (Home Finance Banks).

A. Strongly Agree

B. Agree

C. Neither Agree Nor Agree

D. Disagree

E. Strongly Disagree

18. Housing Finance Banks (HFBs) consistently employ behavioural techniques to assess borrowers.

A. Strongly Agree

B. Agree

C. Neither Agree Nor Agree

D. Disagree

E. Strongly Disagree

19. I am aware of potential additional costs associated with a housing loan.

- A. Strongly Agree
- B. Agree
- C. Neither Agree Nor Agree
- D. Disagree
- E. Strongly Disagree

20. I have investigated government-backed initiatives or subsidies available for housing finance.

- A. Strongly Agree
- B. Agree
- C. Neither Agree Nor Agree
- D. Disagree
- E. Strongly Disagree

21. I understand the eligibility criteria for various housing finance schemes.

- A. Strongly Agree
- B. Agree
- C. Neither Agree Nor Agree
- D. Disagree
- E. Strongly Disagree

22. Borrowers may not have a clear budget or spending plan in place.

- A. Strongly Agree
- B. Agree
- C. Neither Agree Nor Agree
- D. Disagree
- E. Strongly Disagree

23. Lack of understanding about financial concepts like interest rates, compound interest, and budgeting can lead to mismanagement of money.

- A. Strongly Agree
- B. Agree
- C. Neither Agree Nor Agree

- D. Disagree
- E. Strongly Disagree

24. Not understanding the tax implications of homeownership, such as deductions for mortgage interest, can lead to missed opportunities for tax benefits.

- A. Strongly Agree
- B. Agree
- C. Neither Agree Nor Agree
- D. Disagree
- E. Strongly Disagree

25. Not selecting the right type of home loan can also leads to mismanagement of money.

- A. Strongly Agree
- B. Agree
- C. Neither Agree Nor Agree
- D. Disagree
- E. Strongly Disagree

26. Failing to make timely payments on loans, including the home loan, can lead to a decrease in credit score.

- A. Strongly Agree
- B. Agree
- C. Neither Agree Nor Agree
- D. Disagree
- E. Strongly Disagree

27. Borrowers may commit to a housing loan that exceeds their actual financial capacity, leading to difficulties in making timely payments.

- A. Strongly Agree
- B. Agree
- C. Neither Agree Nor Agree
- D. Disagree
- E. Strongly Disagree

28. I am familiar with my credit score and report.

- A. Strongly Agree
- B. Agree
- C. Neither Agree Nor Agree
- D. Disagree
- E. Strongly Disagree